



If you speak out and
don't get the reaction you want,
talk to someone else.
Keep talking until you get help to
overcome what has happened to you.



Annual Report 2018~2019

“

To all my sisters,

I hope you make time for yourself,
and go for what you want.

I hope you take care
of the healing you may need,
from whatever trauma
you may have experienced.

I hope you cleanse
any toxic hurts in your life.

I hope you never feel guilty
for wanting more for yourself,
or demanding time to reconstruct.

I hope you are kind to yourself,
and forgiving for your faults.

I hope you practice
your individual,
and separate from what
you are told to be.

You are not just a partner,
a wife, a mother...
Or any expectations
that may have been
held against you
from your own.

You are a force,
A power,
A flower.
A continuous evolving Queen!

”

social action
diversity
practice wisdom
respectful
knowledge
valued partnerships
gendered perspective
collaborative
reflective practice
trauma informed
cultural competence
voice & experience
unique individuals



Zig Zag Young Women's
Resource Centre Inc.

Annual Report July 2018 – June 2019

Content:

- 2 Chairperson's Report
- 4 Treasurer's Report
- 5 LawRight - Zig Zag's visiting Legal Clinic
- 6 V.O.I.C.E.S for Change 2019
- 7 Zig Zag Sexual Assault Support and Prevention Program
- 10 Brisbane Southwest Support Sexual Violence Prevention Service
- 12 Brisbane North Sexual Assault Response Service
- 14 Zig Zag Homelessness Support Program
- 19 A Word from the Manager

Acknowledgement of Traditional Owners:

Staff and management of Zig Zag Young Women's Resource Centre respectfully acknowledge Australia's First Nations Peoples as its Traditional Owners.
We acknowledge and honour local Aboriginal elders, past and present, for their role as the original custodians of the land where we live and work.



Zig Zag Young Women's Resource Centre is proudly funded by



Chairperson's report

As Chairperson of the Management Committee at Zig Zag Young Women's Resource Centre, I am delighted to present this report on our activities for the past year. This has been my first year as Chairperson and I am grateful for the support of my fellow committee members and Zig Zag staff during this period.

I would like to begin by acknowledging the Jagera and Turrbal people as the traditional owners of the land on which Zig Zag operates and pay my respects to elders, past, present and emerging.

I would like to acknowledge those in our community who advocate for social and political change around issues which impact young women including women's rights, equality, sexual and domestic violence, and positive change for the LGBTQ+ community.

Zig Zag is an independent feminist organisation which provides a place of healing, support and social action for young women aged 12-25 years. I would like to thank our funding bodies, the Department of Child Safety, Youth and Women and the Department of Housing and Public Works for their ongoing support of this important work. I would also like to thank the many organisations and individuals who have generously contributed to this work.

Over the 2018-2019 financial year Zig Zag secured and/or acquitted a number of small grants and additional funding support. These grants enable a more flexible and dynamic response to the young women that Zig Zag supports.

- **\$30,000 from Dignity First** (was acquitted in 2018 having been carried over from previous financial year) for essential household items, white goods, furniture and removalists costs for young women who are experiencing homelessness as they transition to independent housing.
- **\$20,000 of new funding from Easts Leagues Foundation Community Benefit Fund** (having acquitted our previous grant of \$22,000 in 2019) for essential household items, white goods, furniture and removalists costs for young women who are experiencing homelessness as they transition to independent housing.
- **\$16,801.80 from Gambling Community Benefits Fund** for a tele-communication package including Wi-Fi for our units
- **\$15,000 from Lady Bowen Trust** (was acquitted in 2019 having been carried over from previous financial year) for essential household items, white goods, furniture and removalists costs for young women who are experiencing homelessness as they transition to independent housing.
- **\$5,000 from Department of Child Safety, Youth and Women** for the sexual violence prevention project 'V.O.I.C.E.S for Change'.
- **\$2,000 from the Lord Mayor's Charitable Trust** to support an end of year gathering for young women, Foodbank vouchers and 100 Christmas toys for children.
- **Habitat for Humanity** for rejuvenating and painting our downstairs space at Camp Hill

We are grateful to the many local organisations and community members who have supported Zig Zag through fundraising and would like to particularly acknowledge the \$38,500 donation made by The Girls' Ball Association and \$7,200 donated by Winter Ladies Lunch.

The Management Committee would like to acknowledge and thank the dedicated and highly skilled group of women who deliver counselling, advocacy, group work and housing support to the young women who access Zig Zag's services. Zig Zag has a proud, thirty-year history of delivering high quality, feminist practice to young women and I would like to acknowledge the workers that have contributed to this legacy and those workers who are continuing this tradition. We thank:

- **Sexual Assault Team:** Rosie Quinlan, Jane Hegerty, Eliane Predomo, Ritu Shrestha, Sara Pane, Naomi Barrett and Kristylee Johansson; and locum/relief workers, Jacqui Pearce and Louise Leigh.
- **Housing Team:** Bess Douglas, Tina, Vickie Newland; Jordan Ayres; and locum/relief workers, Shirley Peppler, Anne Castles, Deb Parker and Dianne Carrick.

We thank the Centre Support team for the exceptional administrative and financial support which underpins the smooth running of Zig Zag's operation. We thank:

- **Centre Support Team:** Sonja Ter Horst and Liz MacDonald

Our thanks to Stephanie Anne for her leadership, support and genuine warmth as she performs her role as Zig Zag Manager.

I would like to acknowledge and thank the hard working members of our Management Committee for their commitment and expertise. We thank Danieka Montague and Pomaa Gyasi-Agyei who have stepped down from the committee this year, and welcome new committee members Kaitlin De Souza and Rochelle Keegel. I look forward to continue to work alongside you in 2020 to support Zig Zag's important work.

Finally, I would like to extend my sincere thanks to the diverse group of young women who access Zig Zag services. I acknowledge your unique knowledge, resources and skills and am grateful for your willingness to collaborate with us and share your learnings with us. Thank you for contributing to all that Zig Zag is.

Yours in solidarity,

Amy Seymour-Jones
Chairperson

Zig Zag Young Women's Resource Centre



Zig Zag Young Women's Resource Centre Celebrates 30 Years of Service

In November 2018 Zig Zag celebrated 30 years of service to young women! This occasion was held at Hanworth House and was an opportunity for current and past workers, Management Committee members, partner services, supporters, and young women to come together and celebrate this important birthday!

The Honourable Di Farmer, Minister for Child Safety, Youth and Women and Minister for the Prevention of Domestic and Family Violence officially welcomed guests and spoke about Zig Zag's many achievements. The proceedings were officiated by a well-known, fabulous feminist, Dr Jenny Gilmore who has had a long standing connection to the work of Zig Zag. We were also honoured to have a speaker panel with two founding staff members, Liz Upham and Eleesa Johnstone, and a current staff member Rosie Quinlan (Senior Practitioner, Sexual Assault Program).

We would like to acknowledge and thank past workers, members, donors, services, and supporters of Zig Zag who have walked alongside young women and supported this 30 year journey.

Zig Zag would like to honour and pay our deepest respect to the many young women survivors of sexual violence and young women who have experienced homelessness, and those who are not with us today. We would like to acknowledge the many stories shared, the challenges faced, and the incredibly inspiring life journeys that young women are leading.



Treasurer's report

On behalf of the Management Committee of Zig Zag Young Women's Resource Centre Inc., I am very happy to present the Financial Report for the financial year ending 30 June 2019. I can confirm that, in the auditor's opinion, they represent a true and fair view of Zig Zag's financial position and performance for the year.

In summary, Zig Zag's financial performance resulted in a surplus of \$1,877 for the year with total assets of \$512,602 and members funds of \$211,210 as at 30th June 2019.



Zig Zag's total revenue was \$1,471,850 comprising:



We gratefully acknowledge recurrent grant funding from:

Department of Child Safety, Youth and Women

- Sexual Assault, Support and Prevention Program **\$409,190**
- Brisbane North Sexual Assault Response (BNSAR)
(in partnership with Women's Community Aid Assoc) **\$307,892**
- Brisbane Southwest Support (BSwS) Sexual Violence Prevention Program
(in partnership with Women's Community Aid Assoc) **\$121,068**

Department of Housing and Public Works

- Housing & Homelessness Support Program **\$457,856**

Additionally, Zig Zag is grateful to receive significant financial support from local businesses, community organisations and generous individuals. These funds enable Zig Zag's dedicated staff to respond to needs which are not provided for by our recurrent funding and the impact on the lives of young women accessing the service is beyond measure – thank you so much.

I would like to personally acknowledge the dedication and expertise of our Manager, Stephanie Anne, Finance Worker, Liz McDonald and Administration Worker, Sonja Ter Horst. They provided so much support to me in my first year as Treasurer – a dream team!

Speaking of dream teams, I am very proud to be part of Zig Zag's Management Committee which is made up of a wonderful group of dedicated women who approach their responsibilities with professionalism, energy and generosity. In particular I would like to thank our past treasurer, Poma Gyasi-Agyei, for her support as I stepped into the role.

I'd also like to acknowledge Brad Harbourne from Haywards Chartered Accountants and recommend Haywards Chartered Accountants' continuing appointment as auditor for the next financial year 2019/20.

Suzanne Agnew

Treasurer

Zig Zag Young Women's Resource Centre

NEW Free Legal Clinic for Young Women

Zig Zag are thrilled to announce an exciting new partnership with LawRight and DLA Piper Law firm for the establishment of a new free legal clinic for young women at Zig Zag!

In early 2018, after many years of assisting young women to access free legal clinics for those experiencing homelessness, Zig Zag began a conversation with LawRight Managing Lawyer, Stephen Grace, on some of the specific barriers faced by young women in accessing legal advice and to consider a more suitable location for young women to access free legal services.

It had at times been difficult for young women to access LawRight's legal clinics located at homeless hubs, due to the crisis nature of those spaces, the lack of child friendly environments, and dominant male clientele who accessed the hubs as rough sleepers. Some young women who had experienced domestic and family violence and/or sexual violence had expressed that these environments did not feel safe for themselves nor their children, while they waited to access legal advice.

Over the next 12 months we discussed the benefits and logistics of how a 'visiting legal service' may work to be situated onsite at the Zig Zag office in Camp Hill. The proposed model for young women progressed and Stephen Grace's vision went further, eventually offering to co-locate a LawRight lawyer at Zig Zag one day per week and partnering our service with the law firm DLA Piper. DLA Piper offer case management for up to 10 young women annually who require more comprehensive legal support and complex and/or multiple legal matters.

The purpose of the Legal Clinic is as follows:

1. Increase access to justice for vulnerable young women who access Zig Zag services by providing legal advice and assistance in an appropriate and safe manner;
2. Provide continuity in legal advice and increase trust in lawyers through a Legal Clinic model for the duration of a one year pilot program;
3. Provide legal advice and assistance that has the needs and views of the client, as well as their health and safety, as the central focus;
4. Reduce systemic barriers to access legal advice for vulnerable young women by providing continuous access to legal support in a safe, understanding, trauma-informed and flexible manner; and
5. Provide genuinely holistic legal and non-legal support to vulnerable young women through a collaboration between LawRight, DLA Piper and Zig Zag support programs.

In April 2019 our new Legal Clinic for young women commenced and LawRight now provides free legal services to young women at Zig Zag one day per week with additional comprehensive case management legal services from DLA Piper.

This clinic is already securing fantastic outcomes for young women and has also been invaluable for reciprocal training and information sharing for Zig Zag staff, LawRight and DLA Piper.

For example, one young woman who had experienced homelessness and ongoing financial hardship had received a Centrelink 'debt' of \$4,000 which she had paid nearly half back, despite not knowing how she gained the debt. Zig Zag Housing support staff advocated well for an investigation and after multiple follow up appointments and calls to Human Services it was discovered that the debt was in fact a system error, the debt was subsequently wiped and a refund was initiated.

The refund was slow to translate so our LawRight lawyer corresponded with Centrelink requesting the matter be sorted. As the young woman was already accessing LawRight for other legal matters, she made further comment to one Human Services social worker that she had free legal advice to assist her with historic payment matters and her now lagging refund repayment. Through continued legal support and advocacy there was a full review made of her pension allowance and it was discovered that Child Support had not been paying as required over several years and this young woman has since received \$25,000 in back payments. This young woman and her children are now in long term stable housing, debt free, and more financially secure. **Life changing!**

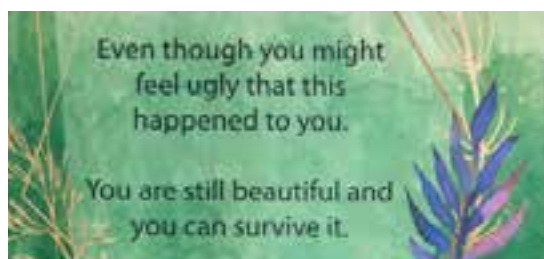
V.O.I.C.E.S for Change 2019

Young Women Survivors Speak Out

In early 2019, Zig Zag was notified of their success with securing Sexual Violence Prevention Grant funding for a second incarnation of the 'V.O.I.C.E.S for Change' digital storytelling project.

The aim of the project was to give voice to the messages and experiences of young women survivors of sexual violence. Courageous participants decided they wanted to convey both messages to their communities and messages of support for other young women survivors.

A preliminary workshop was run by Zig Zag sexual assault support workers Jacqui and Sara with the young women to establish safety and support and brainstorm ideas that could be transformed into short video clips and Zig Zag posters. The two-day digital story-telling workshop was held at Back Bone Youth Arts at East Brisbane, and was run by Digital Storytellers: Stories for Impact. Facilitators Monique and Daniela did a superb job in sharing skills and ideas for producing short but powerful narrative via the medium of low tech videography. From the narrative material produced by the young women, which included interview footage and stop motion animation, two digital story clips and 6 posters were produced.



One of the young women wrote and performed the following poem, a poignant message for other young women who are struggling with the impacts of sexual violence:-

*To all my sisters,
I hope you make time for yourself,
and go for what you want.*

*I hope you take care
of the healing you may need,
from whatever trauma
you may have experienced.*

*I hope you cleanse
any toxic hurts in your life.*

*I hope you never feel guilty
for wanting more for yourself,
or demanding time to reconstruct.*

*I hope you are kind
to yourself,
and forgiving for
your faults.*

*I hope you practice
your individual,
and separate from what
you are told to be.*

*You are not just a partner,
a wife, a mother...
Or any expectations
that may have been
held against you
from your own.*

*You are a force,
A power,
A flower.
A continuous evolving Queen!*

(From a young woman survivor of sexual violence)

Zig Zag would like to thank the Department of Child Safety, Youth and Women for their generous funding; the Digital Story Tellers for their sensitive and creative facilitation; Back Bone Youth Arts for its appropriately grungy and versatile performance space; and most importantly the young women survivors who so courageously shared their sacred stories and insightful words – Thank You!

Sexual Assault Support and Prevention Program

Staffing

This year saw Rosie, Jane, and Eliane complete another year as permanent employees in the Sexual Assault Support and Prevention Program. After working in several roles across the team, Ritu was permanently appointed to the Brisbane Southwest Support (BSwS) service position. Congratulations Ritu! We also farewelled Kristylee at the end of January and welcomed Sara to the permanent position within the Brisbane North Sexual Assault Response (BNSAR) services. Congratulations Sara! Locum and relief workers included Jacqui, Sara, and Louise. We thank all the workers who have contributed their skills and energy to the team and their support of young women survivors of sexual violence.

Snapshot statistics

A snapshot of the work undertaken in 2018-2019 by the Sexual Assault Support and Prevention Program at Zig Zag (not including the Brisbane Southwest Support Service or Brisbane North Sexual Assault Response Services):

- ♀ **2410 hours of specialist sexual assault counselling, support, group work and advocacy** was provided to young women, and their parents, carers and supporters.
- ♀ **56 new referrals were received directly from the Police Referral System**, an electronic referral system designed to assist the Queensland Police Service to make prompt referrals to community support services.
- ♀ **601 hours of community education work** was undertaken, with engagement **with 1013 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 throughout this year. The team worked to ensure that

service support and engagement with young women survivors of sexual violence was flexible and adaptive and supported women in a range of ways, including but not limited to telephone support, email engagement, case management, court support, advocacy and outreach. 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.

Therapeutic group work

Zig Zag facilitated a 12 week compassion-focused therapeutic group program for young women survivors of childhood sexual abuse from the 18 July to 10 October 2018. The primary objective of the support groups was to helping participants in increasing self-compassion, and reducing fears, feelings of shame, and stress related symptoms. Zig Zag collaborated with the PhD researcher Lisa McLean in facilitating the group as part of her research project. 7 young women registered for the program and 6 young women completed the program successfully.

The 12 week program focused on topics related to cultivating self-compassion, recognising self-critical thoughts, dealing with shame and guilt. Most participants required additional support in between the group sessions. Facilitators provided support and check-ins to the participants as needed.

Some of the feedback from the participants:

- *"In my eleven years of different types of therapeutic engagement, this CFT has been the safest and most impactful support experience. I learned a lot and even my family and friends have noticed the different in me".*
- *"I felt that there is hope for me and I can keep going with the skills that I have learnt".*
- *"I felt safe, heard and respected and felt like I can talk about anything here in the group".*



"I really appreciated the support received not only during the groups' session but support received in between the group session".

(feedback from Therapeutic group work participant)

Resource update

"Healing is possible" update booklet: Zig Zag started gathering information and interest from young women in May 2019. The plan was for this update to be made with the participation of young women in several different ways such as face to face meetings, phone, text and e-mail contacts, as well as having young women drawing new images for the booklet. This project will continue until November 2019 and we look forward to the booklet launch soon after.

Community education and engagement

Zig Zag strongly supports connection with our community – working alongside those others in our community to raise awareness and stop sexual violence. Evidence shows that if sexual violence is to change, cultural change is pivotal. Zig Zag's work in the area of community education and engagement is therefore a key component of the team's work. This year we once more joined with a number of groups, schools, and workplaces to grow awareness and explore avenues for support and change.

Key work for 2018-2019 included:

- **NAIDOC (National Aboriginal and Islander Day Observance Committee) Family Fun Day (July 2018)** – This event draws people from all over Brisbane and other regions of Queensland. Zig Zag enjoyed sharing a stall with Bahloo Women's Youth Shelter, engaging with the community around craft activities, and talking with young women, parents, and workers about the work we do and the concerns of the community.
- **Zonta Club of Brisbane East (July 2018)** – Presentation about Zig Zag's work and donations for young women from the club.
- **Coorparoo Secondary College/Distance Education College (July 2018)** – Held an information stall on 18th July at the Coorparoo Secondary and Distance Education College, Youth Expo. This stall provided information about Zig Zag, as well as offering an activity in Healthy Relationship's to approximately 130 students.
- **Lions Club of Camp Hill/Carindale (August 2018)** – Presentation about Zig Zag's work.
- **Young Women's Reference Group Dinner (September 2018)** – Zig Zag believes that for its work to be the most responsive and relevant to the lives of young women it is important for young women to be able to input into the direction of the work that we do and to give feedback on their experiences of connecting with Zig Zag. In order to do this Zig Zag periodically connects with young women as consultants – asking women to share their expertise on what they think will help Zig Zag to do its work better. In September we hosted an evening with a group of young women, and invited them to share their ideas.
- **Runcorn State High School (September 2018)** – Stall with interactive question activity at Mental Health event for whole of school.
- **Sexual Violence Awareness Month - SVAM' – (October 2018)** – A number of SVAM activities happening. These included:
 - Posters/Information put up in Carina, Carindale, Holland Park, Zillmere, Bracken Ridge and Chermside libraries.

- SVAM Banner going up on the Story Bridge for a week.
- SVAM Teal lights on the Story Bridge and the Victoria Bridge.
- Sunnybank State High School Mental Health Week stall.
- Forest Lake State High School Mental Health Week stall.
- We increased posts on the Zig Zag Facebook page during October to help raise awareness around sexual violence.
- Distributed 450 coasters, through The Foundry music venue and The Elephant Hotel, in Fortitude Valley.
- **16 Days of Activism against Gender Violence (Nov-Dec 2018)** – Focus on Facebook posts during this campaign.
- **Griffith University Masters of Social Work group talk about the Papua New Guinea community and sexual violence (March 2019)** – Provided information and engaged in dialogue.
- **International Women's Day (March 2019)** – Morning tea hosted at our Richlands Office
- **Youth Week (April 2019)**
 - Brisbane Youth Detention Centre Youth Week Event – Engaged with young women and young men with an activity centring on healthy relationships and sexual violence.
 - Queeriosity – Celebration of LGBTIQAP+ Young People and their potential. Zig Zag table and staff at this event.
- **QSAN Website Development (February – June 2019)** – Participation/contribution to working group.
- **Domestic and Family Violence Prevention Month (May 2019)** – Sharing information on domestic and family violence on the Zig Zag facebook page during this month.
- **QUT Third year Psychology, Social work and Nursing students** – Lecture on group work and trauma informed practice. (June 2019).

Zig Zag Facebook Page

The Zig Zag Facebook page is a way for Zig Zag to connect with young women in a more casual and relaxed way. It is though, an important avenue for sharing information about sexual violence, resources, and upcoming events. It is a way for young women who have not engaged with support directly to see what Zig Zag does,

to get information, and even to ask questions. At specific times during the year, such as Sexual Violence Awareness Month in October, there is special focus given to using the page to educate and engage. Over the last 12 months, the page likes and engagements have continued to grow.

Networks

Participation in networks is a key component of the work that Zig Zag does with sexual violence. Through connection with other professionals in different contexts, workers are able to find out information, share ideas, and unite to develop collaborative projects and initiatives. Consistent participation in networks has created strong networks for Zig Zag and seen the evolution of significant community projects. Primary networks for the Sexual Assault Support and Prevention Program this year have included:

- ♀ **Queensland Sexual Assault Network (QSAN)**
- ♀ **Northside Sexual Assault Action Network (NSAAN)**
- ♀ **Vision (Victims Assist QLD)**
- ♀ **Greater Brisbane Sexual Assault Interagency**

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





Brisbane Southwest Support Sexual Violence Prevention Service

The Brisbane Southwest Support (BSwS) Sexual Violence Prevention Service completed its third year of providing support services to community in the Brisbane Southwest Region in 2019. The BSwS is a collaborative model of service involving a formal partnership of four specialist sexual assault services:

1. **Murrigunyah Aboriginal and Torres Strait Islander Corporation for Women (Murrigunyah);**
2. **Immigrant Women's Support Service (IWSS);**
3. **Brisbane Rape and Incest Survivors Support Centre (BRISSC); and**
4. **Zig Zag Young Women's Resource Centre Incorporated (Zig Zag).**

Three years of working together in a formal partnership to deliver individual counselling and support, group work, and community education programs has been rewarding but not free of its own challenges. The formal partnership of the BSwS service has required a solid commitment to regular Inala Management Group meetings to support the development and evaluation of the service model; the promotion and development of referral pathways and effective coordinated approaches to service delivery; quality assurance and monitoring of service provision, trends and emerging issues; and participating in strategic and operational planning for the BSwS services in the Inala Region.

In September 2018, we said goodbye to Naomi and thanked her for her valuable work, after her formal resignation. In October 2018, Ritu was appointed to the permanent position of Zig Zag worker for the BSwS. Naomi provided valuable feedback to the program delivery which led to some restructuring of positions at Zig Zag to enhance support to workers across our three service locations. We now have two workers at the Richlands Community Centre to reduce worker's isolation and enhance peer support and practice. Jacqui has joined Ritu at the BSwS service for one day per week. The BSwS program

was also supported by Hanna from July to November 2018, a final year Social Work student whose placement saw her working across both Richlands and Camp Hill service sites.

The BSwS extensively worked together with a number of local agencies throughout the year to support women impacted by sexual violence and to run various events and programs focused on the prevention of sexual violence in the community.

A number of collaborative projects were undertaken with local agencies including: YMCA Flexi school in Acacia Ridge, Forest Lakes State High, Centenary State High School, Glenala State High School, Milpera State High School, Murri Court, Community Justice Group, Inala Elders, Addiction Prevention Services, Brisbane Domestic Violence Service, Headspace Inala, Headspace Youth Advisory Group, Inala Indigenous Health, Inala PCYC, Inala Youth Service, The Hut, Youth Justice, Youth Housing and Reintegration Service, and Kyabra Community Association from whom we sublease our space at the Richlands Community Centre. The BSwS also collaborated with the University of Queensland, Queensland University of Technology, and Griffith University to facilitate a number of community education initiatives.

Snapshot of Statistics

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

♀ **408 hours of community education work** was undertaken, with engagement **with 1899 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, healthy relationships, and accessing and utilising formal and informal support networks.

♀ **40 new referrals** were received directly from the Queensland Police Referral System alone, an 80% increase in the referrals for BSWs compared to referrals last financial year.

Counselling, Support and Group Work

Referrals for the BSWs came from various sources including Queensland Police Referral, local services, schools, family and self-referrals. Zig Zag continued to offer outreach sessions at schools and some other local services such as Head Space. The majority of referrals were for young women aged 12 – 18 years and we identified that many young women had limited support to access community based services outside of school hours. The provision of some additional funds to top up Go-Cards and occasional taxi vouchers were made to combat accessibility barriers. We continued to manage a counselling waitlist and the additional Zig Zag worker at Richlands every Monday provided extra leverage for the delivery of the service and helped manage the waitlist and counselling load this year. The additional worker hours helped with initial contact appointments and reduction of wait times.

Zig Zag held a support workshop for young women at the Richland Community Centre on 11 April 2019. The workshop **“Succulent Bloom: Navigate your way through hard times”** was designed for young women aged between 12 to 18 years. The purpose of the workshop was to create a safe space for young women to discuss strategies used to navigate through hard times using narrative process and by creating succulent terrariums and pots. The workshop was well attended and young women provided positive feedback and indicated they would love to be part of more workshops in future. Each young woman created their own succulent pot plant to take home.



Community Education, Engagement and Networking

As part of engaging in the local community, the BSWs focused on learning and connecting with local organisations; mapping services available to women and young women in the region; and active participation in numerous local community events, youth events and networks, including:

- Two local alliance networks in the region, namely **Brisbane South Youth Interagency Network** and **Headspace Inala Consortium** meetings.
- **Facilitation of agency visits and meetings with local services** such as YMCA, Murri School and Inala Youth service to explore opportunities for collaboration in facilitating therapeutic support groups for young women.
- **BSWs held numerous community education stalls and information sessions** at Griffith University, the University of Southern Queensland, and the University of Queensland.
- **Regular activities at the community outreach space**, the Hut, in collaboration with Inala Youth Service. In addition we also contributed to the 12 week program, **Girls with a Purpose** by facilitating session on respectful relationships and consent in relationships.
- **Widely disseminating the multilingual brochure** which included service description in 8 community languages including a community education and activity stall at the **Harmony Day** at Inala TAFE.
- **A morning tea for International Women's Day** was hosted by BSWs and was well attended by young women, local service providers, and community members.





- **Zig Zag and IWSS represented the BSwS at the Multicultural Youth Festival Inala.** It was a great opportunity to connect with community, young people and local politicians during the day. ALP Lord Mayor Candidate Rod Harding, Jess Pugh MP Member for Mt Ommaney and Charles Strunk Councillor for Forest Lake, visited our stall and acknowledged the contribution of the services in the region.
- **All four partner services of the BSwS joined community at Inala NAIDOC Family Fun Day** to acknowledge the survival of our First Nations' people's culture and recognise their contributions. The BSwS held a stall to meet with community, other services and stakeholders. The stall consisted of information on BSwS service and numerous activities for children, young people, and adults.



Brisbane North Sexual Assault Response Service



The Brisbane North Sexual Assault Response (BNSAR) partnership has successfully completed its first year of operation.

Kristylee (from Zig Zag) and Susan (from BRISSC) were the original primary workers employed within the partnership. Sadly, Kristylee left the position in early 2019, with Sara being appointed to this permanent position in March 2019.



BNSAR display and activity at the Zillmere Festival, September 2019.

We would like to thank Kristylee for all her hard work in supporting the establishment of the BNSAR services. Other BRISCC and Zig Zag workers and students have also been actively engaged in the development of the BNSAR and service provision. The partnership would like to thank these workers, especially Zig Zag's Centre Support team for all their efforts in supporting the work of BNSAR in sexual assault counselling and sexual violence prevention.

Early in 2019, the BNSAR services were successful in creating its strategic and operational plans, with the help of Jenny Gilmore. Workers are feeling both relieved and excited to have a strategic direction upon which to base their work. Milestones contained within these plans are being steadily marked off. BNSAR group meetings have successfully occurred at 6 to 8 week intervals and provided the service with management support and direction.

The big challenge of the 2018-2019 period for BNSAR services, was the acquisition of exclusive new premises that was both affordable and fit for the purposes of counselling, groups and meetings. The original location at Micah's Wellspring Hub at Zillmere became too small and workers needed the option to be able to access the site on any day of the week. The combined efforts of BNSAR workers and Centre Support saw the location and acquisition of 'The Loft' - a four roomed space plus kitchen and bathroom located at 5/1180 Sandgate Road in Nundah Village. When this space was discovered, it was in pretty bad shape having been used as a Pokémon game hall for a significant period of time. However the vision of BNSAR workers and a generous set-up budget has transformed the 1950's flat into a very comfortable and inviting space for women survivors of sexual violence. The new location affords workers exclusive use of the premises and is close to train, bus and a variety of other useful services such as Nundah Neighborhood Centre, Head Space and Centrelink.

Counselling, Support and Advocacy

The referral of young women for sexual violence counselling and support has remained relatively steady over the 2018-2019 period with approximately 54 young women receiving new initial appointments in Brisbane North. There was a high representation of young women between the ages of 12 to 15 and 16 to 20. Referrals predominately come from Queensland Police Service, schools, parents and young women themselves.



Community Education

The BNSAR services has managed to remain active on the community education front. A selection of community education activities that occurred over the 2018-2019 period included:

- Completion of the SVAM Sticker Project;
- Participation at the Zillmere Festival;
- Community education workshops with the Institute for Urban Indigenous Health;
- The VOICES Digital Story Telling Project 2019.

Networking

The BNSAR services continue to act as the Secretariat for the North-side Sexual Assault Action Network, which is comprised of a number of Brisbane North services who share an interest in sexual violence prevention within their local communities. Meetings have occurred approximately every 2 months and have included reflective practice sessions and guest speakers, such as representatives from Women's Legal Service and Legal Aid Queensland who addressed the new counselling notes protect legislation. The Network continues to engage in the development of various sexual violence prevention projects through the use of working parties.



SVAM Sticker Project – launched in October 2018 as part of Sexual Violence Awareness month.

Homelessness and Housing Support Program

In the 2018-2019 financial year, we provided:

- ♀ **2929 nights of Supported Accommodation** to 27 young women and 23 accompanying children;
- ♀ **Over 1200 hours of Centre Based Support** - intensive housing support, case management, outreach and advocacy with 64 young women who were homeless or at risk of homelessness; and
- ♀ **Brief intervention to over 120 young women** who were homeless or at risk of homelessness.

Staffing in our Housing team

This year saw Bess, Tina and Vickie complete the year as permanent employees in the Housing Program. In October 2018 we said goodbye to Jordan following the completion of the 12 month Intensive Housing Support Pilot Program. The team wishes to thank Jordan for her valuable work with young women. The Housing Program staff were supported by locum or casual relief workers during the year. We would like to thank Shirley, Anne, Deb and Di for their valuable work during these times.

Young women experiencing homelessness

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.

The most common causes of homelessness identified by young women seeking housing support at Zig Zag continue 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. As a feminist organisation, we also acknowledge the social, political, cultural and economic contexts

that limit young women's power, creating vulnerability and disadvantage. Research in the field, and practice wisdom, tells us that the vast majority of young women experiencing homelessness have had experiences of trauma. These include physical, emotional and/or sexual abuse, often beginning in childhood and becoming more layered and complex with experiences of homelessness and couch surfing. Anecdotal evidence tells us that these traumatic experiences can often be part of both the cause and effect of homelessness and can also add to the barriers faced when sustaining stable tenancies.

However, trauma is not a concept that women necessarily identify with. **Young women in particular don't tend to use the language of trauma, sexual assault, or domestic and family violence to describe their relationships and experiences.** Young women from culturally and linguistically diverse backgrounds are even less likely to use this language due to added complexities. Historically the youth sector has taken the approach of speaking about 'healthy or respectful relationships' as a way to address issues of violence.

As a feminist organisation, we also recognise violence against women as a social issue that is bigger than individual circumstances.

As such, we are also working for, and involved in social change, by participating where we can in community education, community development and systemic advocacy. This year, this work has taken Zig Zag housing workers into training, conferences, forums and networks. This work has had a particular, although not sole, focus on our work with culturally and linguistically diverse young women following on from the success of the V.O.I.C.E.S project that was launched in 2017.

Zig Zag supported an event in May 2019 called "African Women Talking about Important Matters". This event was funded by the Sexual Violence Prevention Grant 2018 (Department



of Child Safety, Youth and Women) and was a collaborative community event for African women of diverse ages. The event was convened by the African Australian Women's Association (AAWA) and supported by Queensland Program of Assistance for Survivors of Torture and Trauma (QPASTT) and Zig Zag. The event was a great starting point for conversations about sexual violence, and domestic and family violence and the community's responses to young women, culture and 'place within community'. The AAWA confirmed that this event was extremely successful with many women, from many African countries coming together to talk on the same issues. The women requested further conversation for 'women only' be arranged in the future.

In our work with young women of all cultural backgrounds, domestic and family violence, and sexual violence is an all too common story that effects women in multitudes of ways from the very practical like having access to housing and ID documents, to the less obvious effects of trauma on women's health. **We see a real gap in funded domestic violence support services meeting the specific developmental and cultural needs of young women.** Young women, for example, are more likely to minimise violence and less likely to seek help. They are often less resourced and unable to access services. Our work with young women and domestic violence will often happen because we are already engaged on other matters and because we are providing outreach services and meeting young women where they are at. When we refer young women to domestic violence support services, often times they will not be responsive to the young women's needs and are unwilling to do assertive outreach. **Young women specific domestic violence support services would be an invaluable investment** in terms of reducing the cost of homelessness and the present and future health of women in our community.

For young women, moving beyond homelessness, is not just about sourcing a roof over their heads but also about finding a safe place to call home. To secure safe housing and sustain future tenancies, it takes comprehensive guidance, support and access to information, resources

including emergency relief and brokerage support; and time to build trusting relationships and new life skills. Our support work with young women is never just about housing and Zig Zag utilises a feminist, trauma-informed approach to assess support needs and provide a holistic response as directed by the young women themselves.

We continue to provide the following support services to our tenants, ex tenants, and homeless 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, neighbourhood expectations;
- Resourcing and informing 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 support services and resources in their communities;
- Supporting women to achieve their independence and personal goals through assisting with: enrolment 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; access to free legal advice; assisting women to create safety and stability in their lives.



We believe safe housing is a basic human right for all young women. We are inspired by the strength and resourcefulness of the young women we work with and have gained a rich understanding of the complexities of trauma and homelessness, which encourages us to constantly adapt our policies and approaches to contribute positively to young women's support and wellbeing where we can.

Supported accommodation

The Housing Program has continued to meet funding requirements in successfully managing 9 units in Carina and Greenslopes. The aim of our medium term supported accommodation is to support young women aged 16-25 years of age (and their accompanying children) to exit homelessness, develop tenancy skills, transition to independent housing, and sustain long-term safe and stable housing.

In 2018-2019, Zig Zag provided 2929 nights of Supported Accommodation to 27 young women and 23 accompanying children.

Of the 27 young women we supported during this period, 9 remained in Zig Zag housing at the end of the financial year, while 18 young women were assisted to exit Zig Zag properties, mostly, into secure, sustainable housing.

- 10 young women and 6 accompanying children exited into a long-term social housing property.
- 3 young women and 2 accompanying children exited to community managed affordable housing.
- 2 young women and 6 accompanying children exited to live with friends or family members.

- 1 young woman exited to another Specialist Homelessness Service.
- 1 young woman exited to an institution.
- 1 young woman exited to unknown circumstances.

This year Zig Zag assisted many Aboriginal and Torres Strait Islander young women with First Nations women representing 44% of young women in our Supported Accommodation in 2018-2019. This is a significant increase from previous years. Young women from culturally and linguistically diverse backgrounds including Liberia, Ethiopia, Sierra Leone and South Sudan made up 26% of the young women housed. Most of these young women came from refugee or asylum seeker backgrounds, and present with specific support needs including needs associated with resettlement in Australia.

"The best thing about being in Zig Zag housing is having my own space to raise my daughter."

(Young woman in Zig Zag Supported Accommodation)

Centre based support

Under our Centre Based Support funding, the Housing Program works alongside young women who are currently homeless or at risk of homelessness who require housing support. Many young women call directly to enquire about support and others are referred by friends/family or other support services. Following appropriate assessment and as capacity allows, housing workers will work more intensively with young women who face significant and complex barriers. Others may receive brief intervention, information and support, and be referred to other appropriate specialist homelessness or relevant support services. This intensive work often also includes advocacy, outreach, warm referrals to external support services and general emotional support.

The focus of the work for young women immediately exiting our Supported Accommodation is to assist young women to transition to independent long-term housing. 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 information is needed or crisis, issues or questions arise.

In 2018-2019, the Housing Program provided a total of 1248 hours of Centre Based Support to 64 young women that comprised of:

- Supporting 28 young women who were new to Zig Zag's Housing Program and were either currently experiencing homelessness or at risk of homelessness requiring housing support
- Supporting 36 young women who were ex-tenants of Zig Zag Supported Accommodation requiring continuing intensive housing support to sustain their tenancies.

Of these young women, 42% identified as Australian First Nations People and 30% were from culturally and linguistically diverse backgrounds. Our work with these groups of young women tends to be more intensive and of longer duration as we navigate barriers to sustaining tenancies such as entrenched poverty, intergenerational trauma and systemic discrimination alongside young women.

"If I didn't get housing with Zig Zag, I would have moved out of Brisbane as there was so much toxic stuff happening in my family and I was ready to just leave."

(Young woman recently housed with Zig Zag)

Intensive Housing Support Pilot Project

For 12 months from October 2017 - 2018, Zig Zag implemented the Intensive Housing Support Pilot Program (IHSP), using repurposed funds. The IHSP was designed to provide contemporary, culturally specific, intensive housing support services to young women and their accompanying children as they exited Zig Zag's Supported Accommodation, where their long-term tenancy may be at risk due to experiencing multiple and complex issues. The Program was compiled of intensive case management support and a group work model. The pilot was hugely popular and successful with young women at risk of homelessness receiving invaluable additional support. We were sad to see the end of the program and are working towards having Sustaining Tenancies support as an ongoing part of the support we are able to offer to homeless young women in Brisbane.

"Practical support is amazing!"

(Young woman recently housed with Zig Zag)

Practical and financial support for young women

Homelessness and sustaining a tenancy, 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 through financial brokerage support and emergency relief. This year we have been fortunate to receive financial donations and small grants from a few sources that enabled us to support young women with the practical costs associated with transitioning from homelessness to independence.

We once again would like to thank the East's Leagues Club Community Benefit Foundation.

Their support directly funds young women as they exit our Supported Accommodation program. The grant assists with removalist costs and any household items, including furniture and whitegoods, required to support their transition to independent living.

Similarly, we were delighted to receive another 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 young women with moving costs, home set up, medical expenses and activities that assist women to move towards independence, such as further education or training.

"The practical support has allowed me to maintain my dignity by being able to stay fed, and have a safe place to stay when I am at my weakest point in life."

(Young woman recently housed with Zig Zag)

Other donations and funds generously provided included:

- **Zonta** - Brisbane East provided funds for household items and Christmas gifts.
- **Telstra** provided prepaid mobile phone cards.
- **WESNET** donated safe mobile phones that were given to young women experiencing domestic, family and/or sexual violence.
- **Wynola Girls Guides group** provided packs of linen and toiletries.
- **Brisbane Girls Grammar** organised for their students to donate Christmas gifts.
- **Baby Give Back** provided packs of quality new and pre-loved baby items.

- **The Givit website** – was used to facilitate donations needed by specific YW from community members.
- **The Nappy Collective** donated nappies for parenting young women.
- **The Village Coorparoo** provided packs of linen and toiletries.
- **St Gabriel's Church** provided Christmas gifts, hot cross buns and some toys.
- **Share the Dignity** provided sanitary products for homeless young women.
- **ADK Women's group** – professional child care support for group work.
- **Zephyr Education** - School book and uniform support.

We wish to extend our sincerest thanks to the East's Leagues Club Community Benefit Foundation, the Lady Bowen Trust, and all the individuals and groups that generously supported our work with homeless young women this year.

Without the assistance of your donations, fundraising, and community grants we would be unable to assist young women and accompanying children to arrange the many diverse things they need including: transportation of household items; the purchase of furniture and essential whitegoods; new household setup items; lawn mowing; and general life situations that without assistance can often lead young women into unmanageable debt, tenancy breaches and evictions. These grants and donations make a huge difference in the lives of young women experiencing homelessness who often have very limited financial resources to access and may experience unexpected expenses due to the crisis nature of homelessness, limited life experience, developmental age, social inequality and poverty.

"I don't have any family who can help cause I help them out already. It's stressful when you don't have support when you need it."

(Young woman who had kinship care of 3 young children)

Networks and Community Education

We continue to value and strengthen our professional relationships with various homelessness and other support services throughout Brisbane, which focus on improving outcomes for young women and their children.

During the 2018/2019 financial year, the Housing Program contributed to various networks, attended youth sector forums and community events including, but not limited to:

- **Law Right:** In June 2019 the Zig Zag Housing team were instrumental in establishing an Memorandum of Understanding for the establishment of a new free legal clinic for young women with LawRight and DLA Piper. More information about this exciting new Program can be found on our feature page on page 5
- **Zig Zag's 30th Birthday Celebrations:** all team members supported with the preparation and running of this successful celebration.
- **NAIDOC Family Fun Day:** Zig Zag shared a stall with Bahloo Women's Youth Shelter for the annual NAIDOC Family Fun Day at Musgrave Park.
- **African/Australian Women's Council (AAWA):** Tina met several times with this group of women and supported their forum "African Women Talking about Important Matters", which was attended by a number of Zig Zag staff.
- **Accommodation Coordinators Network (ACN)** a network of specialist homelessness services. This year the ACN has had opportunity to feed directly into the Department of Housing and Public Works Youth Housing Strategy.
- **Platform 1225:** A Youth Homelessness conference run by QLD Youth Housing Coalition.
- **The Department of Housing and Public Works:** Journey Mapping for Youth Homelessness Forum.
- **Lady Bowen Trust** Annual 'Women and Homelessness' forum.
- **The Australia and New Zealand Refugee Trauma Recovery in Resettlement Conference.**
- **QCOSS Conference.**

A Word from the Manager

It has been an absolute privilege to return to Zig Zag after 12 months of parental leave in 2017-2018 and to be so warmly welcomed back! We were delighted to also welcome Rosie and Eliane back following their parental leave from Zig Zag. Zig Zag is a unique organisation that affords generous, family friendly work agreements for women to ensure a work / life balance in caring for young children and other family members. I would like to take this opportunity to thank the Management Committee and staff for supporting these flexible arrangements for staff. Having a continuous mix of permanent part-time, locum, and relief work appointments across new and existing programs sets some challenges and Zig Zag has met these challenges with ample grace, goodwill, and creativity.

The 2018-2019 financial year was another BIG year for Zig Zag as we successfully completed our first year of operation of our new Brisbane North Sexual Assault Response Services that commenced in partnership with BRISSC in February 2018. We secured our own premises at the end of the financial year and set up a new service site in Nundah. Our Brisbane Southwest Support Service completed its third year of service as a formal partnership with BRISSC, IWSS and Murrigunyah. This unique service model is demonstrating effective collaboration for the provision of contemporary, culturally safe and responsive services to women, young women, and their families and wider community in the Inala region.

Zig Zag commenced an exciting new partnership with LawRight and DLA Piper for the establishment of a new free legal clinic for young women at Zig Zag in April 2019. For more details about this exciting NEW service please see page 5 of this Annual Report.

Zig Zag successfully completed a 12 month pilot project for the delivery of Intensive Housing Support Services that provided a combination of place based and mobile outreach services to respond to the multiple and complex needs of young women and young parenting women from diverse backgrounds, who faced significantly higher risk of re-entering homelessness. This project obtained significant long-term outcomes for 30 young women and their children from diverse cultural backgrounds, who were experiencing significant challenges and

disadvantage; with 100% of participants able to sustain their tenancies in long term independent housing as a result of the specialist Intensive Housing Support received. Zig Zag continue to seek funding to ensure the continuation of this essential program for young women at high risk of homelessness.

Zig Zag developed a new website and rebranded our logo which went live in October 2018. A BIG thank you to Tina for taking a lead in this project and to Ange Hammond our web designer from Resonant Imagery for creating a beautiful new website for years to come. To view our website: <https://zigzag.org.au/>

Zig Zag obtained renewed Certification in the Human Services Quality Framework (HSQF) with no non-conformances identified following our onsite Maintenance audit with the Institute of Healthy Communities Australia (IHCA) on the 7-9 May 2019. A BIG thank you to Sonja for undertaking so much work in preparation for this audit.

With an exceptional staff team and Management Committee, Zig Zag have continued to develop in strength and support further expansion, through excellence in change management without compromising the trusted quality or flexibility of services to marginalised, disadvantaged young women. I cannot express my appreciation enough for how much you do!

♀ **A BIG thank you to our awesome workers in the Housing Program** – Bess, Tina, Vickie and Jordy; and locum/relief workers, Shirley, Anne, Deb and Di, for your amazing support work with young women; your energy and flexibility in managing complexity and crisis responses; and your continuous advocacy work that is so essential for improving the outcomes for young women who are experiencing homelessness and facing multiple barriers and challenges in securing a safe place to call home.

♀ **A BIG thank you to our fabulous workers in the Sexual Assault Program** – Rosie, Jane, Eliane, Ritu, Sara, Naomi and Kristylee; and locum/relief workers, Jacqui and Louise, 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 in managing the multiple effects of complex trauma; reconnecting and restoring a sense of autonomy and personal power; and assisting with advocacy as they negotiate the inherent barriers within the criminal in/justice system.

♀ **A BIG thank you to the awesome Centre Support Team** – Liz and Sonja, for your sass and support, damn fine humour, and high energy in managing the huge volume of work that goes on behind the scenes to enable Zig Zag to operate in such a mighty fine way!

♀ **A BIG thank you also to the wonderful women who work alongside me on Zig Zag's Management Committee.** No community based organisation can perform so well without a strong, committed and informed governance board and, for many years now, we have been so incredibly fortunate in the impressive, intelligent, compassionate, grounded, and fabulously feminist women who have stepped forward to sit in these roles. Thank you to Amy Seymour-Jones, Kelly Sumner, Sue Agnew, Danieka Montague, Pomaa Gyasi-Agyi, Lizzie Gibson, Lulu Milne, Greta Sims, and Robyn Evans, for your enormous contribution and support throughout the 2018-2019 financial year.

Thank you also to Janelle Salmon at the DHPW, and to Deborah Tokar from the DCSYW, who have supported the work of Zig Zag in their roles of Community Service Officers. We appreciate your advocacy and assistance.

We have also been very fortunate to receive generous donations and fundraising efforts from members of the community, and secure a number of small grants that have enhanced our capacity to provide essential financial support and emergency relief to young women. Details of our supporters are listed in the Chairperson's Report on page 2.

It is a huge privilege to return to Zig Zag's staffing team and I look forward to continuing to support and strengthen Zig Zag's work for many years to come.

Stephanie Anne
Manager
 Zig Zag Young Women's Resource Centre



“
I would like my
community to come
together and talk
about things like
sexual assault...
that happens in the
community, and not
just put it under
the rug.”



(From a young woman survivor of sexual violence).



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