

ANNUAL REPORT 2019-2020





A BIG THANK YOU TO AMY SHAMBROOK

Zig Zag would like to acknowledge the significant contributions and outstanding acts of service that Amy Shambrook has made to the organisation in support of young women!

Amy is an amazing young women who is very active in supporting other young women and her community! Throughout the year, Amy has generously donated gifts, services, and raised funds for Zig Zag! Amy utilises every opportunity to raise awareness and build community responses for the prevention of sexual violence against young women and ending youth homelessness

In recognition of Amy's community work, we would like to nominate Amy for lifetime membership with Zig Zag Young Women's Resource Centre Inc.

Thank you Amy for your support and inspirational contributions to Zig Zag. You are AMAZING!



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

diversity
respectful



Zig Zag Young Women's
Resource Centre Inc.

Annual Report

July 2019 – June 2020

Content:

- 2 Chairperson's Report
- 4 Treasurer's Report
- 6 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

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 also 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 prevention, and recognition, justice, and social change for First Nations peoples.

As Chairperson of the Management Committee at Zig Zag Young Women's Resource Centre, I am honoured to present this report on our achievements and activities for the past year, in particular our capacity to respond quickly and effectively during the COVID19 global pandemic.

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 2019-2020 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.

- \$60,000 from Dignity First for essential start-up packs (kitchen, laundry, linen, and electrical items), emergency food vouchers, and brokerage for young women who are experiencing homelessness as they transition to independent housing.
- \$25,000 from Myer Community Grant to facilitate a V.O.I.C.E.S (Video Of Ideas, Collective Experiences and Stories) for Change No 3 Project to engage young Aboriginal and Torres Strait Islander women in

developing digital and print resources for the prevention of violence.

- \$20,000 from Easts Leagues Foundation Community Benefit Fund for essential household items, white goods, furniture and removalists costs for young women who are experiencing homelessness as they transition to independent housing.
- \$13,000 from Lady Bowen Trust for essential household items, white goods, and furniture, education and training expenses, health care and childcare support for young women who are experiencing homelessness as they transition to independent housing.
- \$10,000 from Lady Bowen Trust for brokerage support to young women during the COVID19 global pandemic.
- \$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.
- \$800 from StreetSmart to provide emergency food vouchers and phone credit for young women over the 2019 Christmas period.

We are grateful to the many local organisations and community members who have supported Zig Zag through fundraising and donations with a combined total of \$64,062.81 received this year! We would like to particularly acknowledge the \$38,500 donation made by The Girls' Ball Association, \$7,579.89 raised by Myer Carindale Store Fundraiser, \$7,200 donated by Winter Ladies Lunch, \$4,700 donated by Zonta Brisbane North Club, and \$1,000 from artist Rachael Haynes exhibition "Threads of Resistance" at the Museum of Brisbane.

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-two 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, Sara Pane, Jane Hegerty, Eliane Predomo Love, Ritu Shrestha, Jacqui Pearce, Hrisoula Muche and Anne Castles.
- Housing Team: Bess Douglas, Tina Louise, Shirley Pepler, Naomi Soiland, 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, Liz MacDonald and Jenny Thor.

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, Sue Agnew, Kelly Sumner, Lulu Milne, Greta Sims, Rochelle Keegel, Kaitlin De Souza and Jen Wiedman. I look forward to continue to work alongside you in 2021 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 and who continue to share their learnings with us. Throughout this global pandemic you have demonstrated enormous strength, endurance, resilience, and creative skills for survival, and we look forward to supporting you in your power in 2021!

Yours in solidarity,

Amy Seymour-Jones
Chairperson

Zig Zag Young Women's Resource Centre

FACT 1

The number of women experiencing homelessness has increased and women are now the majority of people experiencing homelessness, in all age groups. (2016)

Women are more likely to experience homelessness due to experiencing domestic and family violence. The majority of people who are victims of domestic and sexual violence are women and children.

RESILIENCE



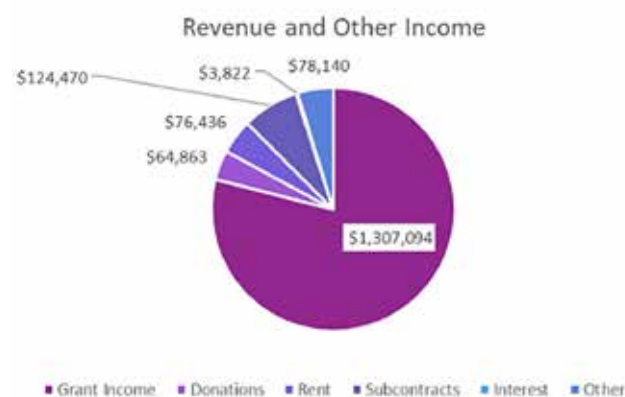
Treasurer's report

On behalf of the Management Committee of Zig Zag Young Women's Resource Centre Inc., I am happy to present the Financial Report for the financial year ending 30 June 2020. 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 \$150,595 for the year with total assets of \$794,658 and members funds of \$361,805 as at 30th June 2020. The surplus of \$150,595 has arisen largely from increased donations and the Commonwealth Government's cashflow boost measure. These funds will be utilised to enhance Zig Zag's sustainability and service delivery in future years.



Zig Zag's total revenue was \$1,654,825 comprising:



We gratefully acknowledge recurrent grant funding from:

Department of Child Safety, Youth and Women

- Sexual Assault, Support and Prevention Program

\$427,026

- Brisbane North Sexual Assault Response (BNSAR) (in partnership with BRISCC)

\$316,544

- Brisbane Southwest Support (BSwS) Sexual Violence Prevention Program (in partnership BRISCC, IWSS and Murrigunyah)

\$124,470

Department of Housing and Public Works

- Housing & Homelessness Support Program (including \$60,000 from the Dignity First Fund)

\$540,845

We also shout out a **BIG thanks** to our local businesses, community organisations and generous individuals whose donations allow Zig Zag to respond in a compassionate and timely way to provide practical support to our clients.

I would like to acknowledge the on-going support in FY20 from The Myer Foundation \$25,000, Easts Leagues Club Foundation \$20,000, Lady Bowen Trust \$23,000 and Lord Mayor Community Trust \$2,000. I also wish to pay **special tribute** to those supporters who have continued to donate and raise funds over the past 12 months, your financial support is very much appreciated, equally knowing that you support the work of Zig Zag in such a tangible way inspires us every day.

Reflecting on the past 12 months, the financial performance of Zig Zag does not begin to tell the story of the incredible impact of 2019-2020. Continuing to operate a community-based service such as Zig Zag during the COVID-19 pandemic has been a huge challenge. Fundamentally, every aspect of how Zig Zag operates has been impacted. I am in awe of Zig Zag's dedicated, intelligent, resourceful, and committed staff and congratulate them for rising, and rising again, to every challenge.

I have been amazed at the workload that our Centre Support team has undertaken this year, especially since March 2020. COVID-19 has been an incredible stress test and Zig Zag's success in continuing to deliver high quality services has been in no small part due to the hard work and dedication of our Manager, Stephanie Anne, Finance Worker, Liz McDonald, Administration Worker, Sonja Ter Horst and Administration Assistant, Jenny Thor. The fact that they do so with unfailing cheerfulness is a wonder.

Zig Zag's Management Committee has also risen to the challenges this year has brought. It is a privilege to be part of a team of women who have brought their knowledge, expertise and whole-hearted enthusiasm to support Zig Zag during these crazy times. I also look forward to getting to know our new members and welcome their energy and input to the Management Committee in 2020-2021.

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 2020/21.

Suzanne Agnew

Treasurer

Zig Zag Young Women's Resource Centre

“When you understand that there is more to a woman than her physical appearance, it is then, you finally understand a womans value”



Sexual Assault Support and Prevention Program

Staffing

This year saw quite a lot of change in staffing within the Sexual Assault Team. Rosie took extended leave from early 2020 and Sara was appointed to the Senior Practitioner (Locum) after a successful open recruitment process. Eliane commenced Parental Leave in September 2019 and Jacqui was appointed to the Sexual Assault Group Worker (Locum). We welcomed Hrisoula who was appointed to the Brisbane North Sexual Assault Counselling and Support Worker (Locum) position. The team also benefitted from Anne and Eliane taking up relief Sexual Assault Counselling and Support Worker positions in 2020 in response to the COVID19 significant increase in demand for specialist sexual assault counselling services. 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 during a very challenging and changeable period.

Snapshot statistics

A snapshot of the work undertaken in 2019-2020 by Zig Zag's Sexual Assault Support and Prevention Program for the Wider Brisbane region (not including the Brisbane Southwest Support Service or Brisbane North Sexual Assault Response Services):

- ♀ **2836 hours of specialist sexual assault counselling, support, group work and advocacy** was provided to young women, and their parents, carers and supporters.
- ♀ **624 hours of community education work** was undertaken, with engagement with **1274 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.
- ♀ **232 young women** accessed counselling and support at Zig Zag's Wider Brisbane program located at Camp Hill.
- ♀ **47 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.

Counselling, support and advocacy

Zig Zag's Wider Brisbane 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 remained responsive, flexible and adaptive (within the context of COVID 19 especially) and supported women in a range of ways, including but not limited to telephone and videoconferencing 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. The team participated in advocacy at a local and state level. Zig Zag experienced a steady increase of referrals for sexual assault counselling and support throughout the year, which significantly increased from March 2020-June 2020 when the COVID19 pandemic began in Queensland.

Therapeutic group work

Healing is possible" booklet update project 2019: 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. From July - September 2020, Zig Zag workers Eliane, Jane and Jacqui collaborated with a group of young women to update the content and artwork of the booklets, through a series of meetings and art workshops. The updated version was printed and launched at Zig Zag's AGM in November 2020.

Examples of artwork from a HIP Project Workshop, 2019



[Some of the final HIP images]



Young Women's End of Year Event 2019:

On the 3 December, Zig Zag held its annual Young Women's End of Year event. Food, circus activities, massage, face painting and free, donated new clothing were all on offer and enjoyed by many who attended.

Little did we envisage that this would be one of the last group events to be held for some time due to a global pandemic!

Nurture by Nature Virtual Group 2020:

"Tell me, what is it you plan to do with your one wild and precious life?"

the late Mary Oliver

Nurture by Nature was a 6 week online group quickly put together to provide support and reduce young women's isolation during the COVID19 lockdown. There had been plans to run Kokedama workshops & walks but these had to be cancelled due to COVID19 health restrictions and so an online group was adapted to keep with the nature based theme.

The group was facilitated by Jane and Jacqui and the main purposes were to encourage young women to get outdoors, to spend some time observing nature and to facilitate connection with others.



A favourite tree by a young woman in the group.

Everyone received a journal, a pen and seeds of herbs and flowers. The seeds were planted early on in the group so that we could observe them and discuss the requirements for growth and transferring those ideas to our own lives, acknowledging that sometimes some events are out of our control. For example, nature can be both beautiful and at times destructive. Sometimes the soil may not be what a particular seed needs at that time or may have dried out, and sometimes bush turkeys and possums destroy what has been planted. We can't control everything.

We explored nature as a metaphor for life and adapted the narrative 'tree of life' process as a way to get to know each other and ourselves a little more.

Research on the health benefits of nature was introduced and discussed and there were plenty of opportunities to test it out. The young women were invited to try journaling, mindfulness, yoga and self-compassion activities all within a nature context.

Each week the group would be invited to get some green time in whatever way worked for them and to use all their senses to observe nature. We would check in each week about what was noticed and photos and nature collections were sometimes shared as well. The main feedback from the young women was that they enjoyed having some connection each week and being encouraged to observe and take in nature. One young woman brought nature indoors as getting out was difficult.

From the facilitators' point of view, it was our first online group, it was experiential and there was a lot to learn and a lot of knowledge gained.

Some examples of the herbs grown by members of the group (basil, parsley & mint):



There is certainly a lot of potential for improving and 'growing' such a group and hopefully there will be further opportunities in the future.

Community education and engagement

Zig Zag strongly supports connection with our community – working alongside 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.

With the onset of the global COVID19 pandemic and the subsequent restrictions which were put into place across the state and within Zig Zag itself, in addition to a steep increase in the demand for counselling and support services,



many community education projects and activities were put on hold or canceled during the months of April 2020 to June 2020.

Zig Zag Facebook and Web Pages

This year saw our Facebook page continuing to be another avenue of connection with young women and the broader community. It is a place where Zig Zag can share general posts that may be of interest to young women as well as to advertise groups and events that Zig Zag has coming up. It is also lovely to be able to share some photos from Zig Zag events. This page is a space where young women can get a sense of who Zig Zag is and what it might be like to connect with the organisation. Our community of Facebook 'friends' is always growing and we appreciate all the 'likes' and messages we receive.

The Zig Zag webpage is also an ongoing avenue through which we share information about Zig Zag and its funded programs, activities, and events. We had over 8000 users of the site this year with over 10 500 sessions. Some interesting points to note during this period have been that nearly 40% of the access to our site has been from mobile phones and that we also have international interest with 10% of sessions originating from the United States.

Networks

Participation in networks is a key component of the work that Zig Zag undertakes.

Through connection with other services 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 Wider Brisbane Sexual Assault Support and Prevention program this year have included: Queensland Sexual Assault Network (QSAN); Northside Sexual Assault Action Network (NSAAN); Greater Brisbane Sexual Assault Interagency Network; and Brisbane South Youth Interagency.

*“Never
underestimate
what women
can accomplish
when they stand
together”*





Brisbane Southwest Support Sexual Violence Prevention Service

The Brisbane Southwest Support (BSwS) Sexual Violence Prevention Service completed its fourth year of providing support services to community in the Brisbane Southwest Region in 2020. 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).**

Ritu continued in her role as the Zig Zag worker for the BSWS partnership, and was supported by Jacqui, another member of Zig Zag's Sexual Assault team to provide counselling, support, community education and group-work to the Brisbane south-west region.

BSWS worker's Ritu and Jacqui supervised social work student Darcy during her final placement which commenced on 9 of July 2020. Zig Zag was excited to have her in the team. Darcy completed her orientation and met with BSWS partner services. She developed her understanding on sexual violence service delivery in the Brisbane Southwest region. Darcy became involved in the planning and execution of various projects and community education events during her placement.

It was both a delight and a wonderful help to have Darcy as part of the BSWS service in 2019.

Snapshot of Statistics

- ♀ 922 hours of specialist sexual assault counselling, support, group-work and advocacy was provided to young women, their parents, carers and/or supporters.
- ♀ 388 hours of community education work was undertaken, with engagement with 1241 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.
- ♀ 152 young women accessed sexual assault counselling and support at Zig Zag's BSWS program located at Richlands.
- ♀ 30 new referrals were received directly from the Queensland Police Referral System.

Counselling, Support and Group Work

A high number of referrals for the BSWS came from various sources other than Queensland Police Referral. Most of the other referrals were received through local services, local schools, family members and self-referrals including referrals via Zig Zag's website. COVID19 brought new challenges as workers adapted to delivering counselling and support services remotely to young women, in addition to providing a timely response to a dramatic increase in referrals coming predominately from families, schools and other community organisations.



Community Education, Engagement and Networking

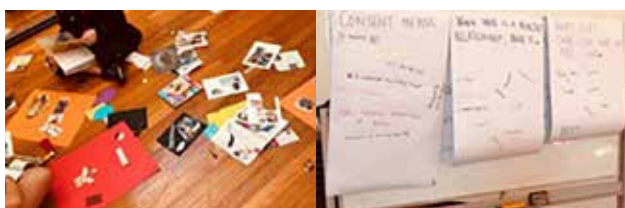
- **Multicultural Youth Festival Inala:** On 2 July 2019, BSwS represented at PCYC Multicultural Youth Festival Inala. It was great to meet with community, young people and some local politicians during the day. ALP Lord Mayor Candidate Rod Harding, Jess Pugh MP for Mt Ommaney and Councilor for Forest Lake visited the BSwS stall and acknowledged the contribution of the services in the region.



- **Inala NAIDOC Family Fun Day:** On 10 July, BSwS joined community at the family fun day to acknowledge the survival of Australian Indigenous people's culture and recognise their contributions. Workers from all four partner BSwS Services were present during the day to hold a joint stall. The stall consisted of information about the BSwS services and numerous activities. It was a day well spent with community, other services, and stakeholders.



- **August Social Action Collage Workshop:** The workshop was facilitated by Ritu at YMCA Acacia Ridge Flexi School on 22 Aug 2019. Altogether 12 young people participated in the workshop, focusing on exploring the healthy relationship and consent.



- **Generalist Worker Training 2019:** Ritu collaborated with Zig Zag's Sexual Assault Community Education and Training worker,

Jane, to facilitate a one day training workshop for generalist workers in the Brisbane Southwest region at Richlands in August 2019. Feedback from the 25 participants was overwhelmingly positive with majority endorsing 4/5 and 5/5 for both content and presentation. The majority of people also said they would share information within their organisation. **Qualitative feedback included:**

"Resources and pamphlets were very helpful to remember info given and make it easier to provide correct info for our teams at work."

"Presenters made everyone feel really comfortable thank you."

- **SVAM Activities 2019:** Ritu was involved in several initiatives during the month of Sexual Violence Awareness Month (SVAM). This included attending the exhibition 'What were you wearing' at Government House; attending a community education and school stall at Forest Lake State High School for Mental Health week, meeting with ATSI Community Justice Group (CJG) and Murri Court; attending a 'Candle light ceremony' at Murrigunyah; and facilitating a group session at Inala Youth Service's outreach program at the Hut.
- **International Women's Day and Women's Week 2020:** International Women's Day and Women's Week occurred in March and was celebrated through a collaborative event hosted at Richlands by BSwS, BNSAR and Camp Hill workers at Zig Zag in the form of a community consultation and celebration morning tea with Aboriginal and Torres Strait Islander Elders and young women. This was the first event held in association with the V.O.I.C.E.S 3 (digital story-telling) project, funded by Myer Community Grants. Approximately 19 people participated in this event.
- **Networking:** The BSwS are actively involved in the following networks: Queensland Sexual Assault Network (QSAN); Brisbane South Youth Interagency Network, and Headspace Inala Consortium Meeting.



Brisbane North Sexual Assault Response Service

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

The BNSAR is a formal partnership between Zig Zag and the Brisbane Rape and Incest Survivor's Support Centre to provide essential specialist sexual assault services in the Brisbane North region. Susan (from BRISSC) and Sara (Zig Zag) were the primary Brisbane North workers until May 2020 when Hrisoula took up a locum position as Brisbane North worker for Zig Zag. On behalf of the partnership, Zig Zag would like to thank Northside workers for their dedication to meet the needs of young women and women survivors of sexual violence in this region during the 2019-2020 financial year and especially through-out the COVID19 pandemic.

Counselling, Support and Advocacy

Referrals to Zig Zag's BNSAR program continued to increase during the 2019-2020 financial year. The largest age range for young women continued to be the 19 - 24 years age group. The COVID19 pandemic and health restrictions forced a reduction in face to face counselling services from late March 2020 until the end of the financial year. The partnership continued to provide counselling and support via telephone and videoconferencing sessions, as workers were required to adjust to remote work arrangements.

In January and February 2020, Sara contributed to a written submission produced by Zig Zag requesting changes to Queensland's criminal code in terms of the definition of consent and the use of the mistake of fact defence. Sara also supported a young woman to attend and speak within the Queensland Law Reform Commission's consultation with survivor's and other stakeholders lobbying for vital changes to Queensland's legal response to sexual violence.

Snapshot of Statistics – Brisbane North:

- ♀ **1184 hours of specialist sexual assault counselling, support, group work and advocacy** was provided by Zig Zag to young women, their parents, carers and/or supporters.
- ♀ **422 hours of community education work** was undertaken by Zig Zag with engagement with **775 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.
- ♀ **194 young women accessed counselling and support at Zig Zag's BNSAR program located at Nundah.**
- ♀ **32 new referrals were received directly from the Queensland Police Referral System.**

Community Education

LawRight Volunteer Lawyer Training 2019: Sara collaborated with Zig Zag's Sexual Assault Community Education and Training worker, Jane, to facilitate training with solicitors as part of a reciprocal training agreement. LawRight has an outreach legal clinic in partnership with DLA Piper and Zig Zag to provide essential legal services to young women. The free legal clinic for young women is provided at Zig Zag one day per week.

Zig Zag delivered two half days of training to solicitors from DLA Piper on the following topics:

- Young women's experiences of sexual violence and homelessness;
- Trauma informed practice in providing legal advice to young women;
- Culturally responsive communication & practices in working with marginalised & disadvantaged young women.

Feedback from participants included:

'Very friendly, open and honest regarding the realities of what these situations entail'
'Extremely well presented and engaging'

'It was very informative, engaging and useful'

'Thank you so much! Practical tips about room set up, note taking and check ins with the client was wonderful.'

'Interesting presentation, taught me lots about things I was aware of but not as in depth as what was presented so added valuable knowledge to my skill set.'

And from the Law Right organizer – 'The initial feedback we've received has been incredibly positive. Personally, I really enjoyed both sessions and felt that I learnt a lot.'

NSAAN Generalist Worker Training: During Sexual Violence Awareness month, Sara and Susan (from BRISCC) co-facilitated 2 days of training to generalist workers on 'Responding to Sexual Violence' as part of a Northside Sexual Assault Action Network (NSAAN) event in October 2019. 20 workers attended the training and the feedback was overwhelmingly positive. Sara and Susan later co-facilitated a reflective practice session for workers who participated in this training in December 2019.

"What were you wearing?" Exhibition October 2019: Jane collaborated with NSAAN members to produce the 'What were you wearing?' exhibition, held at Sandbag Community Centre during SVAM (October 2019). The exhibition consisted of displays of clothing that survivors were wearing whilst being subjected to sexual violence, and aimed to challenge victim-blaming practices within society. Feedback from this event referenced the poignancy of the simple installations and their ability to convey the reality that sexual violence affects girls and women across all ages and backgrounds, and occurs in all manner of contexts.

International Women's Day and Women's Week 2020: International Women's Day and Women's Week occurred in March 2020 and was celebrated through a collaborative event hosted by BNSAR, Camp Hill and BSWs workers in the form of a community consultation and celebration morning tea with Aboriginal and Torres Strait Islander Elders and young women. This was the first event held in association with the V.O.I.C.E.S 3 (digital story-telling) project funded by Myer Community Grants. Approximately 19 people participated in this event.

Other Community Education Activities:

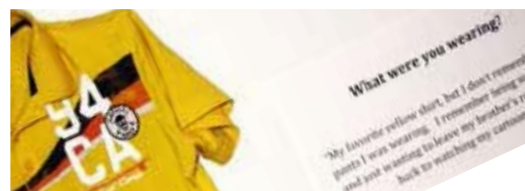
- Sara was part of a Q and A panel on the topic of 'Diversity' hosted by the Uralla Club at Brisbane Girl's Grammar School, alongside other women academics and workers, in August 2019. Feedback from BGGS included: - "We have had so many incidental conversations with staff and girls, praising the learning which stemmed from the insights of our panelists. It was possibly the best Forum we have ever hosted".
- Sara and Jane attended Aspley State High School's Mental Health Week event and received feedback that our stall was particularly popular with the students.

Networking

Throughout 2019 and early 2020, the BNSAR continued to act as the Secretariat for the Northside Sexual Assault Action Network (NSAAN), which is comprised of a number of Northside 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 continued to engage in the development of various sexual violence prevention projects through the use of working parties. However, due to the onset of the COVID19 pandemic some meetings were cancelled for a period of time as services focused on responding to changes in service provision.

'What Were You Wearing?'

[Art Installations around the world 2019]



It's a question people ask survivors of sexual violence all too often; a question wrought with victim-blaming and an implication that, maybe, the survivor could've prevented their assault if they had worn something less revealing, less sexy.

This project was to promote awareness about sexual violence and to challenge the myths and victim-blaming.

Homelessness and Housing Support Program

In the 2019-2020 financial year, we provided:

- ♀ **3427 nights** of Supported Accommodation to **19 young women** and 19 accompanying children;
- ♀ **Over 1084 hours** of support to the young women in Zig Zag's Supported Accommodation.
- ♀ **Over 1361 hours** of Centre Based Support – including intensive housing support, case management, mobile outreach support, and advocacy **with 81 young women** who were homeless or at risk of homelessness; and
- ♀ **Brief intervention to over 244 young women** who were homeless or at risk of homelessness.

Staffing in our Housing team

This year saw some changes in the staffing of the Housing Team. Vickie left the role of Tenancy Worker after several years of service. We welcomed Naomi as relief and then into the permanent Tenancy worker position after a successful open recruitment process. In December 2019 Naomi commenced Parental Leave and Deb was appointed to the Tenancy worker (locum) position for 12 months. Shirley's Housing Support and Sustaining Tenancy Worker position became a permanent appointment, and Bess and Tina completed the full year as permanent employees in the Housing Program. Tina also stepped into the Senior Practitioner (relief) position for 10 weeks while Bess was on Long Service Leave.

In May 2020 we were excited to be granted 12 months of one-off funding for an Intensive Housing and Mobile Support Program following a very successful Intensive Housing Support Pilot Program in 2017-2018. An open recruitment process was undertaken and a new Intensive Housing Support worker, Laura is set to start in August 2020. The Housing Program staff were supported by several locum or casual relief workers during the year. We would like to thank Anne, Shirley, Deb and Di for their valuable work during these times.


Young women experiencing homelessness

We are once again 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; financial difficulties; limited family and/or community support; systemic racism; and a lack of affordable housing. As a feminist organisation, we acknowledge the social, political, cultural and economic contexts that limit young women's power, creating vulnerability and disadvantage.

As a service that works with young women, we are always learning about the developmental needs of women during their youth years. Research and practice wisdom tell us that during the youth years, women are developing practical life skills including knowledge on how to navigate service systems, and learning about relationships and negotiating consent. These factors place young woman at particularly high risk, for example young women experience domestic violence and sexual violence at a significantly higher rate than the general population. They are also more likely to minimise experiences of violence and less likely to know how to access support systems. Being less resourced may mean that even if they know of support services, they may not be able to access them.

These developmental needs also significantly impact young women's experiences with the housing and homelessness sector. One of the most significant limiting factors of the housing system, and something we see over and over



again is inflexibility around locations for housing offers. Due to their life stage, young women and young mums are often wanting to be located near family or other supportive people in their lives. All too often a housing offer will be in an unfamiliar suburb on the other side of the city, sometimes a couple of hours away on public transport. Zig Zag has been working with the Council of Homeless People's Queensland, Queensland Youth Housing Coalition and the Department of Housing and Public Works Partnering for Change team, and others, to work towards a system where crisis housing is provided in a location of choice, and support is wrapped around. If sustained, ideally the same property can transition to become the young woman's long term housing option, limiting life and support disruptions.

Programs like Zig Zag's new Mobile and Intensive Housing Support program is ideally placed to respond should a more flexible location model be adopted. Our Intensive Housing Support Worker is literally able to meet women who are homeless or at risk of homelessness where they are at, in terms of location. We are thrilled to be launching this position again in August 2020, and are hopeful that funding will become recurrent as we believe this model is well positioned for the current and future directions of the housing and homelessness sector.

We are hopeful that the Homelessness and Domestic Violence service sectors are moving in a direction that is more responsive to youth development and cultural safety, and trauma informed. With domestic violence continuing to be the biggest cause of homelessness, responses at this level will surely create the impact needed in preventing homelessness. We see a real gap in funded domestic violence support services meeting the specific developmental and cultural needs of young women. Our work with young women and domestic violence will often happen because we are already engaged on other matters and because we are providing assertive outreach services. Young women specific domestic violence support services with a similar model to Zig Zag's specialist 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, youth developmental and culturally responsive 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 young 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 and navigating complex service systems;
- 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; and
- 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; assisting young 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, youth development 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 of Supported Accommodation in Carina and Greenslopes. The aim of our

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 2019-2020, Zig Zag provided 3427 nights of Supported Accommodation to 19 young women and 19 accompanying children.

Of the 19 young women we supported during this period, 10 remained in Zig Zag housing at the end of the financial year, while 9 young women were assisted to exit Zig Zag properties, mostly, into secure, sustainable housing.

- 6 young women and 3 accompanying children exited into a long-term social housing property.
- 2 young women and 3 accompanying children exited to live with friends or family members.
- 1 young woman and 1 accompanying child exited to a private rental property.

In the 2019 – 2020 year, First Nations women represented 31% of the young women in Zig Zag Supported Accommodation. Young women from culturally and linguistically diverse (CaLD) backgrounds, from countries including Afghanistan, Ethiopia, Ghana, Iraq, Liberia, Philippines, Sierra Leone and South Sudan, made up 58% 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.

We were thrilled to make some upgrades at our unit blocks this year. After many months of planning and applying for grants, we were able to install unlimited WiFi at both unit blocks which made a huge difference to access for the young women tenants, especially during times of COVID restrictions. We were also able to install balcony privacy screens at the Greenslopes units thanks to the support from the Buranda Department of Housing Office. Privacy and security go hand in hand in increasing safety for young women.

"The best thing about being in support accommodation was feeling safe and like if I needed anything or ran into any trouble, I'd have someone there for me that wanted to help".

(Young mum living in Zig Zag's Supported Accommodation)

Centre based support

Under our Centre Based Support funding, the Housing Program works alongside young women who are 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 to access temporary accommodation and long term housing. This intensive housing support work often includes advocacy, outreach, warm referrals to external support services, and ongoing emotional and practical support. Other young women may receive more brief intervention, information and support, and be referred to other appropriate specialist homelessness or relevant support services.

Our Centre Based Support funding also enables us to continue to work with young women after they exit our Supported Accommodation. Zig Zag housing workers assist young women to transition to independent long-term housing, and sustain their tenancies. Depending on the needs of the young woman, we may work with young women for just a few weeks or a few years after she exits from Zig Zag supported Accommodation. Regularly we find a past tenant calls for support when she is having tenancy difficulties and may be at risk of losing her housing and re-entering homelessness. We aim to build trusting relationships so that the Zig Zag support worker is one of the first ports of call during crisis or when further information is needed or questions arise.

In 2019-2020 year, the Housing Program provided a total of 1361 hours of Centre Based Support to 81 young women that comprised of:

- **Supporting 46 young women who were either currently experiencing homelessness or at risk of homelessness requiring housing support**
- **Supporting 35 young women who were ex-tenants of Zig Zag Supported Accommodation requiring continuing intensive housing support to successfully transition to independent housing and sustain their tenancies.**

Of these young women, 46% identified as Australian First Nations and 36% were from CaLD backgrounds. Our work with young women tends to be more intensive and of longer duration as we navigate complex barriers to sustaining tenancies such as entrenched poverty,

intergenerational trauma, and systemic racism and discrimination towards young women from diverse backgrounds.

"Thank you, I really appreciate all the support you have given me. I'd like to buy you a box of chocolates."

(Young woman being supported through Centre Based Support).

"I find it hard to open up to people (about DV situation) but feel comfortable talking to you about it"

(Young woman received Mobile and Intensive Housing Support)

Impacts of COVID19

As expected, the impacts of COVID19 and the Queensland Government restrictions were significantly felt by the young women we work with and in homelessness generally. We provided additional support to young women during COVID restrictions around the following issues:

- Increased domestic, family and sexual violence.
- Increased social isolation.
- Increased mental health issues, especially anxiety and depression.
- Increased drug and alcohol use.
- Increased conflict and tensions within family of origin and friendship groups.
- Increased transport needs as usual community supports dropped off and high anxiety meant young women were mostly avoiding public transport. This resulted in an increase of taxi use and brokerage support for young women.
- Increased need for emergency relief and brokerage support – Zig Zag provided practical packs to YW in our Supported Accommodation of essential grocery items, thermometers, soap, hand sanitizer and basic personal protection equipment (PPE).
- Providing information about government procedures regarding hygiene and social distancing, COVID19 testing and quarantine, and COVID19 prevention information to young women.

Workers were also significantly affected as we quickly transitioned to remote work from home arrangements and re-designed many of our systems, all while the support needs of young women were greater than usual.

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 has 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. This grant assists with removalists costs, and 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 assisted women to move towards independence, such as further education or training.

In addition, we are immensely appreciative of support from the Dignity First Grant, through the Department of Housing and Public Works.

This grant provided start up packs for tenants transitioning to independent living. It was also particularly beneficial in assisting homeless young women during COVID restrictions by providing access to more phone credit, taxi vouchers, emergency food vouchers and more.

"The practical support helped because I rely a lot on internet and texting to keep in touch with people, when I don't it messes with my mental health."

(Young mum in Zig Zag's Supported Accommodation)

Other donations and funds generously provided included:

- **Zonta** provided funds for chest of drawers for each of our Supported Accommodation units.
- **WESNET** donated safe mobile phones that were given to young women experiencing domestic, family and/or sexual violence.

- **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.
- **Amy Shambrook** donated a \$500 removalist voucher to support a young woman in their transition to independent housing.
- **Share the Dignity** provided sanitary products for homeless young women.
- **Zephyr Education Inc.** - School book, uniform support and COVID activities for children and young women experiencing Domestic Violence.
- **Sleep Safe** – provided sheet sets for young women.
- **Big W Carindale** – provided home set up and clothing items for young women.
- **Australian Securities and Investments Commission (ASIC)** Local Brisbane staff – donated hygiene supplies.
- **Goodstart Gym** – donated sheets and toiletries.
- **LifeChurch** – donated wonderful food hampers for Christmas.
- **Street Smart** – donated funds for emergency food vouchers for young women.

"Getting furniture, white goods and helping move my things to my new house was amazing because it would've taken me a while to afford it otherwise."

(Young woman in Zig Zag's Supported Accommodation)

We wish to extend our sincerest thanks to the East's Leagues Club Community Benefit Foundation, the Lady Bowen Trust, Dignity First Fund 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; access to medication and education; and assistance with general life situations that 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.

"The practical help was amazing. Don't think I would have been able to afford decent beds. Appreciate everything that you guys did and do."

(Young mum who exited Zig Zag's Supported Accommodation into long term housing).

Networks and Community Education

We continue to value our professional relationships with various homelessness services and other support services and networks throughout Brisbane. These relationships were all impacted by COVID restrictions however we swiftly adapted to online forums.

During the 2019-2020 financial year, the Housing Program contributed to various networks and attended community events. Due to COVID restrictions many events were cancelled or postponed this year. The networks and events that we participated in included, but were not limited to:

- **Law Right:** In June 2019 the Zig Zag Housing team were instrumental in establishing a Memorandum of Understanding for the establishment of a new free legal clinic for young women at Zig Zag with LawRight and DLA Piper. This program has been a huge success and continues to benefit young women.
- **Queensland Youth Housing Coalition:** network meetings.
- **QShelter:** training in Trauma Informed Care with Penny Gordon.
- **Council for Homeless People Queensland:** monthly network meetings.
- **Bahloo Women's Youth Shelter:** NAIDOC morning tea.
- **Department of Housing and Public Works:** a quarterly network meeting between Zig Zag and the DHPW Buranda office.
- **Aboriginal & Torres Strait Islander Community Health Service Brisbane Limited (ATSICHS)** A partnership with the Families Support Team.
- **WESNET:** training on Technology Facilitated Violence.



A Word from the Manager

The onset of a global pandemic in 2020 has once again highlighted the nature of structural inequality as COVID19 disproportionately impacted marginalised young women who experienced increased rates of violence, homelessness, and unemployment; and endured significant disruptions to their education, and loss of social connections and support.

Zig Zag was quick to respond to the onset of COVID19, to develop and implement our business continuity and risk management planning to ensure the continuation of essential support services to young women; and implement and review COVID19 prevention, response and recovery measures for young women accessing our Camp Hill, Nundah, and Richlands service sites and Zig Zag's supported accommodation for young parenting women and their children.

Zig Zag established Safe Work plans and flexible remote work arrangements for staff to ensure they were well supported during a period of Government enforced social restrictions, and could also meet increased care responsibilities required at home, including new and vastly underestimated roles of 'home-schooling' and caring for babies and toddlers whilst working from home! Although we may be collectively exhausted, we are standing strong.

Zig Zag has successfully completed our second year of operation of our new Brisbane North Sexual Assault Response Services in partnership with BRISSC and secured our own premises in July 2019 and set up a new service site in Nundah called 'The Loft'. It is light, spacious and close to all shops and services in Nundah Village. Our Brisbane Southwest Support Service completed its fourth 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.

After much lobbying and advocacy we are delighted to have finally obtained new funding from the Department of Housing and Public Works for Mobile and Intensive Housing Support Services following our successful 12 month Intensive Housing Support Pilot Project in 2017-2018, to

respond to the multiple and complex needs of young women and young parenting women from diverse backgrounds, who face significantly higher risk of re-entering homelessness. This essential program will recommence from July 2020 – June 2021.

Zig Zag engaged in systemic advocacy efforts and prepared a submission to the Queensland Law Reform Commission 'Review of consent laws and the excuse of mistake of fact' in February 2020...

...highlighting the urgent need for legislative reform to implement an affirmative consent model and amend the mistake of fact defence for sexual assault offences in Queensland; and Zig Zag initiated responses in March and April 2020 to changes in policy and eligibility criteria for DHPW social and community housing which adversely affects marginalized and disadvantaged young women who are experiencing homelessness. We will continue to engage in further systemic advocacy and social action on these issues in the months to come.

Zig Zag have continued to observe a significant increase in need for specialist services for young women and I would like to take this opportunity to thank our outstanding Management Committee and exceptional staff team for meeting the challenges of 2020 with enormous strength, patience, perseverance, and dedication! 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, Shirley, Naomi, Deb, and Di, for your amazing support work with young women; your energy and flexibility in managing intensity, complexity and crisis responses; in providing outreach to those most vulnerable during a global pandemic; 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, Sara, Jane, Eliane, Ritu, Jacqui, Hrisoula, and Anne 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 challenging work was made even more challenging during a global pandemic, in providing counselling and support to young women who have experienced heightened isolation, trauma, anxiety and depression during COVID19; and providing creative ways for young women to reconnect with others, with essential support services, in nature, and in themselves.

♀ A BIG thank you to my/OUR DREAM Centre Support Team – Liz and Sonja, who were also joined by an Administration Assistant, Jenny, during this year. Zig Zag could not have functioned at such an incredible level without your unruffled and steady support; your breathtaking capacity to multitask with apparent ease, and unparalleled energy in managing the huge volume of work that went on behind the scenes to enable Zig Zag's continuing operation during COVID19.

♀ 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 we are 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, Lulu Milne, Greta Sims, Rochelle Keegel, Kaitlin De Souza, and Jen Wiedman for your enormous contribution in meeting each month throughout COVID19 restrictions; in continuing to implement strategies within your Operational Plan; and your incredibly generous support offered throughout the 2019-2020 financial year.

Thank you also to Janelle Salmon at the DHPW, and to Deb Tokar, Sarah Russell, and Fadeela Hollier from the DCSYW, who have supported

the work of Zig Zag in their roles of Community Service Officers.

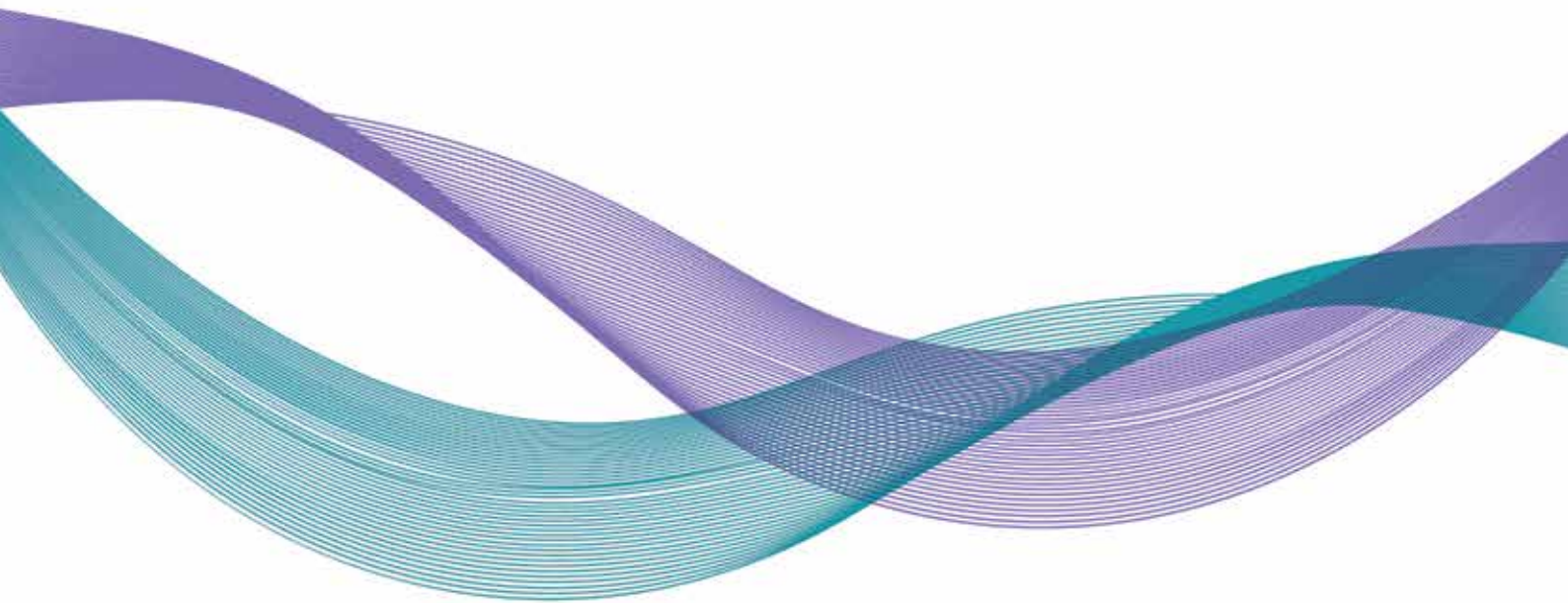
We have again been very fortunate to receive generous donations and fundraising efforts from members of the community, and secure a number of small grants that have enhanced our capacity to provide essential financial support and emergency relief to young women. Details of our supporters are listed in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

It has been a privilege to lead Zig Zag during the 2019-2020 year, in developing innovative and flexible community and service responses to sexual violence and youth homelessness!

Stephanie Anne
Manager

Zig Zag Young Women's Resource Centre







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