



*A place for
healing, support
& social action*

ANNUAL REPORT
2020-2021

Tiddas Pamper Day!

Tidda: is an Aboriginal term for "sister" and also used for "women who are like sisters"

V.O.I.C.E.S for Change #3

[Video of Ideas, Collective Experiences and Stories]

The V.O.I.C.E.S for Change #3 project worked alongside young Aboriginal and/or Torres Strait Islander women and community members to develop age appropriate and culturally relevant digital and print resources for the prevention of violence.

Zig Zag's Sexual Assault and Housing Support teams collaborated with Sister's Inside to deliver the project outcomes with funding provided by the Myer Community Fund.

Project planning for V.O.I.C.E.S needed to remain nimble due to the onset of the COVID 19 pandemic in 2020. The pandemic has definitely highlighted Zig Zag's ability to be flexible and creative in still delivering great outcomes for young women and the communities they belong to, despite the challenges of lockdowns and physical distancing restrictions. Through consultations with First Nations community members, young women and the wonderful women at Sister's Inside, the V.O.I.C.E.S project grew and developed to centre around a vibrant and fun community event that offered young women and their families an opportunity to get pampered and "decolonise and moisturise"!

This idea was hatched through conversations between Zig Zag and Sisters Inside founder and CEO Debbie Kilroy OAM and Youth Program Manager Neta-Rie Mabo and became a partnered event to celebrate young Tiddas focusing on their strength, resilience and shared wisdom. This resulted in the creation of Tiddas Pamper Day which was held at

Jagera Hall in South Brisbane and offered a full day of activities designed to pamper and nurture, reminding young women that they ALL deserve some time out to be pampered and feel good! The nurturing and fun environment created at this event, also allowed young women to feel safe and empowered to share some of their stories and experiences of violence and work alongside the 'Digital Storytellers' who were a featured activity on the day. This has resulted in the completion of a series of posters and video content by young women for young women where we see the strength of women 'speaking up', sharing their wisdom and in turn supporting other young women in the community to do the same.

Tiddas Pamper Day was only made possible by collaborating with some amazing people in the community. Sister's Inside, Digital Storytellers, Yarraka Bayles (as initial cultural facilitator) and a number of First Nations business providers including Murri Menu and the awesome DJ music of "Hot Brown Honey" founders, Lisa Fa-alafi and Kim 'Bustly Beatz' Bowers, all came together to show young women how much they are valued and to support the event. Approximately 100 people attended; 60 of these were young Aboriginal and Torres Strait Islander women, including 23 young women from the Hymba Yumba Independent School. Activities on the day included – massage, a range of beauty treatments (e.g. brow sculpting, nails and hair braiding), succulent planting, river stone painting and lots of yummy food catered by Murri Menu. It also provided an opportunity for young women to access community services and to showcase some First Nations small businesses. Zig Zag aims to see Tiddas Pamper Day become an annual event.

(Check the inside back cover of this report for some fabulous images and young women's comments)



social action

diversity

practice wisdom

knowledge

respectful

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 2020 – June 2021

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Staff and management of Zig Zag Young Women's Resource Centre respectfully acknowledge First Nations Peoples as the Traditional Owners and pay our respect to the many local Nations who's homelands Meanjin (Brisbane), were founded upon. We pay our respects to Elders both past and present and thank them for paving the way. As First Nations allies, we continue to learn and aim to always improve in the work we do, and we welcome any feedback.



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 honour the ongoing work of Aboriginal and Torres Strait Islander people who have been actively resisting and disrupting the harmful impacts of colonialism since 1788.

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, as well as recognition, justice, and social change for First Nations peoples.

It is with great pleasure that I present this report on behalf of the Zig Zag Management Committee, which highlights our activities and accomplishments over the past year. The COVID-19 pandemic has continued to present both challenges and opportunities to the way in which we work and I would like to acknowledge the tenacity and flexibility of Zig Zag staff who have enabled us to maintain a dynamic and responsive approach to service delivery in this rapidly changing landscape.

As you know 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, the Department of Communities, Housing and Digital Economy and the Department of Justice and Attorney-General 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 2020-2021 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. Our thanks to East Leagues Club, Lady Bowen Trust, Dignity First and the Myer Foundation for their ongoing support. We extend our thanks to the many local organisations and community members who have supported Zig Zag through fundraising

and donations with a combined total of \$42,360 received this year!

The Management Committee would like to recognise the dedication and expertise of the 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-three 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 also thank:

Sonja Ter Horst, Sonja Moore-Carter, Elizabeth McDonald, Stephanie Anne, Shirley Peppler, Bess Douglas, Laura Christie, Tina Louise, Naomi Soiland, Alice Wong, Rosalind Quinlan, Sara Pane, Jane Hegarty, Hrisoula Muche, Eliane Love, Ritu Shrestha, Barb Hogan, Jacqui Pearce, Anne Castles and Debra Parker.

Our sincere thanks to Stephanie Anne for the warmth and insight she brings to her role as the Zig Zag manager, and to Shirley Pepper for her support, enthusiasm and passion for social justice as she acts in the manager position during Stephanie's leave.

I would like to acknowledge and thank the members of our Management Committee for their dedication and expertise, Sue Agnew, Kaitlin De Souza, Lulu Milne, Samantha Moores, Isabella Morosan, Greta Sims, Kelly Sumner, Rochelle Keegel and Katherine Webber. I appreciate the contributions of committee members who are stepping down this year and wish you the best in your new endeavours. I would also like to welcome our new and returning members and hope that you will find your time on the committee to be well supported and meaningful.

Finally, I would like to extend my sincere thanks to the young women who access Zig Zag services and who continue to share the wisdom of their lived experience with us. Zig Zag is an immeasurably better organisation because of your input. We look forward to continuing to work alongside you next year.

Yours in solidarity,
Amy Seymour-Jones
Chairperson

Zig Zag Young Women's Resource Centre

Treasurer's report

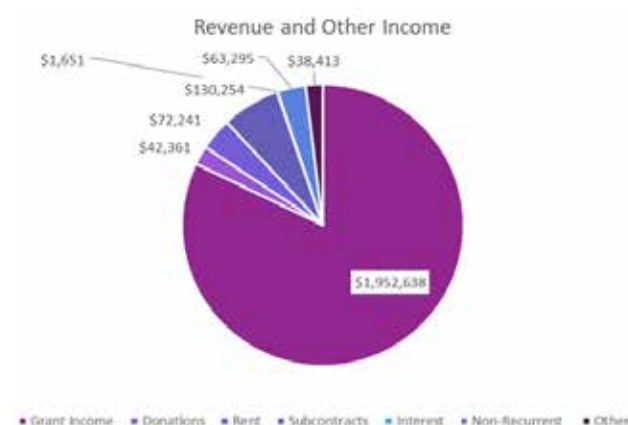
On behalf of the Management Committee of Zig Zag Young Women's Resource Centre Inc., I am happy to present the Financial Report for the financial year ending 30 June 2021.

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 \$52,057 for the year with total assets of \$818,816 and members funds of \$413,862 as at 30th June 2021. The surplus funds will further enhance Zig Zag's sustainability.



Zig Zag's total revenue was \$1,952,638 comprising:



We gratefully acknowledge recurrent grant funding from:

Department of Child Safety, Youth and Women and the Department of Justice and Attorney-General

- Sexual Assault, Support and Prevention Program
\$442,324
- Brisbane North Sexual Assault Response (BNSAR) (in partnership with BRISSC)
\$324,076
- Brisbane Southwest Support (BSwS) Sexual Violence Prevention Program (in partnership with BRISSC, IWSS and Murrigunyah)
\$124,470
- COVID-19 Tranche 2b funding for enhanced service delivery
\$75,000
- COVID-19 Brokerage
\$27,884

Department of Communities, Housing and Digital Economy

- Housing & Homelessness Support Program
\$496,326
- Intensive Housing Support Program
\$165,000

It is a source of pride that despite the challenges this year has brought to so many, our supporters donated \$42,360 to Zig Zag this year. These precious donations also symbolizes our local community's support for the work we do which boosts our morale and is very much appreciated.

I would like to acknowledge the on-going financial support from Easts Leagues Club Foundation, Lady Bowen Trust, and the Myer Foundation.

In FY21 Zig Zag received funding of \$165,000 from the Department of Communities, Housing and Digital Economy for continuation of the Intensive Housing Support program. This program enables Zig Zag to respond to the multiple and complex needs of young women who face risk of re-entering homelessness. I am delighted that following on-going lobbying and advocacy and the evidence of success from the FY21 program and the pilot project in 2017-18, the Department of Communities, Housing and Digital Economy has included this program in our recurrent funding until FY25. Many thanks to the Department for allocating the funds for this program. Congratulations to Zig Zag's housing team for their determination to develop, initiate and deliver an outstanding program whose success has been recognized with recurrent funding.

In summary, financial year 2020-21 has been anything but routine. The only constant has been change and remaining flexible and responsive to unforeseen challenges is becoming the "new normal". Many thanks to the Zig Zag team for doing what you do with such dedication, professionalism and good cheer. Whilst we can't imagine what the next year will bring, it requires no imagination to foresee that Zig Zag will continue to deliver its programs, advocate to improve policy and legislation and remain a valued and trusted community organisation through your tireless efforts.

As Zig Zag's Treasurer, I would like to personally thank our wonderful finance worker, Liz MacDonald ably assisted by Sonja Ter Horst, for keeping Zig Zag's finances in excellent order and responding with innovative approaches to so many challenges during the past year, such as P2i reporting, portable long service leave scheme and moving to cash-less payments. Love your work!

Zig Zag's Management Committee would not be able to properly discharge its responsibilities without support and we are very grateful for the whole Zig Zag Centre Support team: Manager, Stephanie Anne, Finance Worker, Liz MacDonald,

Centre Support Co-ordinator, Sonja Ter Horst and Administration Assistant, Sonja Moore-Carter. It's not only what you do, it is also how you do it, with humour and generosity, that is very much appreciated.

Thanks also to my fellow Management Committee members, those continuing, those leaving and our new members too. Zig Zag is very fortunate to have a hard-working team of women who approach the task of governance and leadership with diligence, vigour and a shared commitment to Zig Zag's mission.

I'd also like to acknowledge and thank Brad Harbourne from Haywards Chartered Accountants and recommend Haywards Chartered Accountants continuing appointment as auditor for the next financial year 2021-22.

Suzanne Agnew

Treasurer

Zig Zag Young Women's Resource Centre Inc.



Sexual Assault Support and Prevention Program Wider Brisbane Region



Staffing

Like 2020, 2021 has brought with it significant staff changes to the sexual assault support team. We fare-welled both Ritu Shrestha and Eliane Predomo early in the year. We wish them all the best in their new positions and we know we will cross-paths again soon. We wish to extend our gratitude for the care and support they provided to young women accessing Zig Zag services over many years.

We welcomed Bess Douglas into the Brisbane Southwest service role and Jacqui Pearce into a permanent position primarily at Camp Hill with some hours allocated to BSWS related work. We also welcomed Deb Parker into a fixed-term, Covid funded counselling and group-work position at Camp Hill and Brisbane North. Simone Dewar very kindly stepped into a locum position at the end of 2020, to fill in for staff who took extended leave.

It was a bitter-sweet experience to farewell Rosie Quinlan from her position as much loved senior practitioner of the sexual assault support team. Rosie will be greatly missed but at the same time it is wonderful to know that her private practice is blooming and that she is still working to support young women survivors of sexual violence. Thank you Rosie! Sara Pane has taken on the role of senior practitioner within the team.

Snapshot statistics

A snapshot of the work undertaken in 2020-2021 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*):-

- ♀ **2806 hours of specialist sexual assault counselling, support, group work and advocacy** was provided to young women, and their parents, carers and supporters;
- ♀ **545 hours of community education work** was undertaken, with engagement with **502 people**, including young folk, 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;

♀ **205 young women** accessed counselling and support at Zig Zag's Wider Brisbane program located at Camp Hill;

♀ **79 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. However, the vast majority of referrals Zig Zag receives comes directly from the community, including self-referral by young women and referrals from families and other services.

Counselling, support and advocacy

Zig Zag's Wider Brisbane Sexual Assault Support and Prevention program continued to experience significant increases in referrals for counselling, both from Queensland Police and from the community. The complexity and risk present in young women's engagement with Zig Zag also intensified throughout the 2020-2021 financial period. In addition to this, the COVID 19 pandemic continued to throw curveballs requiring the team to respond with agility in relation to supporting young women within the constantly changing social landscape. The lessons learned from early 2020, which contributed to the development of a 3 Stage Business Continuity Plan, allowed the team to navigate changes to the provision of counselling and support in order to comply with state health directives and to keep Zig Zag COVID safe.

Group Work Events

Young Women's End of Year Party 2020

For the annual Young Women's End of Year Party, Zig Zag decided to try a different approach to the celebration in order to manage COVID 19 restrictions around groups of people congregating in enclosed spaces. The event was held on the 8th of December at the Muse Terrace Café, a semi enclosed eatery attached to the Queensland Museum and Art Galleries,



that allowed for a larger number of people to congregate in compliance with COVID 19 restrictions. Lunch was catered for by the museum, and after lunch, workers supported young women and their children to access the various exhibits at the museum and art gallery. Around 30 young women and their children attended. Feedback from young women and workers was mixed and will certainly contribute to future planning for this event in 2021.

Nurture Day 2021

All Zig Zag staff worked to support Zig Zag's 2021 Nurture Day held at Camp Hill on June 22nd. Out of the 15 or so young women who attended (plus 8 children), there were a number of young women connected to the sexual assault team. Nurture Day activities included massage, succulent planting and pot decorating, making essential oil products, badge-making, nail painting and of course a slap-up lunch. Women appeared to enjoy the various activities on the day, in addition to connecting with each other.





Community Education and Engagement

Despite the ongoing pandemic and accompanying restrictions on social activities, the sexual assault team used DJAG funding for the Wider Brisbane region, in addition to other grants, to engage in a diverse selection of community education events through-out the 2020-2021 financial year, including the following highlights:-

- Women's Resilience Across the Generations (featured below);
- Sexual Violence Awareness Month – Story Bridge lights and banner and Facebook posts;
- NAIDOC week face-book posts;
- Loretto staff workshop/training;
- The Voices 3 Project including the Tiddas Day Event (featured below);
- Somali Young Women's Group Presentation on sexual violence and consent.

FEATURES

We partnered with the Zig Zag Housing Program and Sisters Inside to deliver the 3rd **V.O.I.C.E.S for Change Project** (see the inside covers of this report for details) and we presented the **Women's Resilience Across the Generations (WRAGS Project)**

The WRAGs Project

The WRAGs Project 2020 came about in recognition that 2020 was a challenging year for everyone. For young women survivors of sexual violence there were the challenges that being a survivor can bring, as well as the isolation and concerns experienced during a global pandemic.

In mid-July a group of young women chose to meet in order to discuss, honor and highlight the resilience of women – identifying how women get through tough times now, how women have gotten through tough times in the past, and how women support each other to do this. This was the WRAGs Project – which ran from July and came to finality in November 2020. After much discussion and many ideas, the women in the group decided to produce a set of resilience cards in order to share with other women, the ideas which have helped them to get through difficult times.



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 and opportunities for collaboration over systemic advocacy. 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) and the Greater Brisbane Sexual Assault Interagency Network.



Sexual Assault Support and Prevention Program

Brisbane North Sexual Assault Response

Staffing

The Brisbane North Sexual Assault Response (BNSAR) partnership has successfully completed its third 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, Karin and Sharyn (BRISSC) and Hrisoula (Zig Zag) were the primary Brisbane North workers. Jane, Sara and Deb also provided counselling services and community education on the north-side 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 2020-2021 financial year and especially through-out the continuing COVID 19 pandemic.

Counselling, Support and Advocacy

Referrals to Zig Zag's BNSAR program continued to increase significantly during the 2020-2021 financial year. The largest age range for young women continued to be the 19 - 24 years age group. BNSAR experienced some interruptions to the provision of face-to-face counselling services due to the COVID-19 pandemic. The partnership continued to provide counselling and support via telephone and videoconferencing sessions, during short lock-down periods.

Snapshot of Statistics – Brisbane North

- ♀ **1531 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;
- ♀ **381 hours of community education work** was undertaken by Zig Zag with engagement with **966 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;

♀ **172 young women accessed counselling and support at Zig Zag's BNSAR program located at Nundah;**

♀ **66 new referrals** were received directly from the **Queensland Police Referral System**, however the majority of **referrals** come directly from **young women, family members and other services.**

Community Education

Zig Zag's community education activity during 2020-2021 was somewhat impacted by COVID 19 restrictions but included the following events and initiatives:-

- Latrobe University Primary Prevention of Sexual Violence and Harassment Workshop September 2020;
- NSAAN Survey Monkey SVAM Project October 2020 (featured below);
- Wavell State High School Grade 12 "School Leavers Expo" October 2020 (featured below);
- Facilitation of Northside Sexual Assault Action Network (NSAAN);
- March for Justice Rally and March May 2021 (featured on next page);
- Coercive Control Panel May 2021 (featured on page 10);
- NSAAN & NAADV (Northside Alliance Against Domestic Violence) SVAM working party established June 2021.

FEATURES

- **NSAAN's Survey Monkey Project for Sexual Violence Awareness Month (SVAM) 2020**
- **Wavell State High School Leavers Expo 2020**
- **March for Justice 2021 & Coercive Control Panel**

Sexual Violence Awareness Month 2020 - Northside Survey Monkey Project

In October 2020, Northside Sexual Assault Action Network arranged a survey – emailed out to multiple northside health, community and government organizations asking staff what they need and would like from a sexual assault action network in North Brisbane. Results were compiled by Jane and will be used to inform NSAAN's directions and activities over the next year. A number of survey participants also expressed interest in joining NSAAN and have been added to the mailing list.

Wavell State High School Grade 12 “School Leavers Expo”

On 16th October 2020, Zig Zag workers attended Wavell State High School expo for Grade 12's. Our Zig Zag stall included interactive activities where students were invited to discuss and answer questions around consent, healthy relationships and sexual violence. Students engaged with the activities and many interesting conversations were had between Zig Zag staff and students. It was a great opportunity to connect with local school leavers and engage in meaningful discussions around consent and healthy relationships during Sexual Violence Awareness Month.



Wavell State High School Grade 12

March 4 Justice 2021

On 15th March 2021, Zig Zag attended the Brisbane March 4 Justice rally – a march calling for an inquiry into sexual assault allegations made against Australia's then federal Attorney General and for women and girls' rights to live free from sexual violence. A number of Zig Zag staff attended along with several young women. The day was an important chance to show our solidarity with women everywhere calling for an end to sexual violence in our community and accountability for perpetrators.





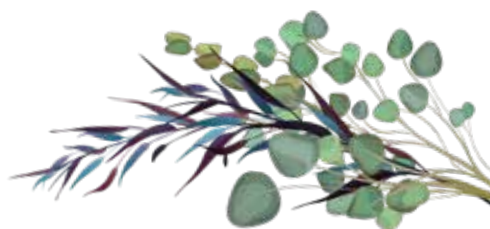
The Northside Connect Coercive Control Panel

Coercive Control Panel Discussion

On 27th May 2021, Hrisoula represented Zig Zag at the Northside Connect Coercive Control Panel. The panel members included: a solicitor from Northside Connect Domestic Violence & Family Support Program; Zig Zag Sexual Assault Counsellor; Group Worker from WWILD and Domestic Violence Consultant from DV Alliance. The panel was well attended by members of the community including a representative from QLD Police, a local school principal, domestic violence and intimate partner sexual violence survivors and many other community and health workers and community members. The panel also included several DV and IPSV survivors who shared their experiences. The panel aimed to increase community understanding about the nature of coercive control and to discuss the QLD Government's proposal to criminalise coercive control. Zig Zag raised concerns about criminalisation of coercive control given ongoing systemic failures of QLD police in responding appropriately to domestic violence resulting in misidentification and criminalization of survivors of domestic violence and particular concerns about the impact of these laws on Indigenous women.

Networking

Throughout 2020 and 2021 Hrisoula and Jane have continued to collaborate with BRISSC to facilitate the running of Northside Sexual Assault Action Network (NSAAN). This has included taking many opportunities to raise awareness about NSAAN at community events and workshops, respond to worker inquiries, set meeting dates, host and facilitate meetings. In 2020 NSAAN lost two key members in Sara Pane from Zig Zag and Susan Starke from BRISSC. We wish both workers the very best in their move into a Zig Zag team leader role and private practice respectively and thank them sincerely for their contributions to NSAAN. NSAAN also gained a number of new members and there is considerable interest and planning in the lead up to Sexual Violence Awareness Month for 2021 where NSAAN will be teaming up with Northside Alliance Against Domestic Violence (NAADV) to create a community awareness raising project.





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 resigned from her role as the Zig Zag worker for the BSwS partnership in January 2021. Bess successfully applied for the position and began work in March 2021. Jacqui, another member of Zig Zag's Sexual Assault team supported both Ritu and Bess to provide counselling, support, community education and group-work to the Brisbane south-west region. Zig Zag would like to thank the Inala Management group and all BSwS workers for their hard work during the 2020-2021 financial year.

Snapshot of Statistics

- ♀ **929 hours of specialist sexual assault counselling, support, group-work and advocacy** was provided to young women, their parents, carers and/or supporters;
- ♀ **213 hours of community education work** was undertaken, with engagement with **1106 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;

- ♀ **80 young women** accessed sexual assault counselling and support at Zig Zag's BSwS program located at **Richlands**;

- ♀ **33 new referrals** were received directly from the Queensland Police Referral System, however the majority of referrals come from the community and young women themselves.

Counselling, Support and Group Work

A high number of referrals for the BSwS came from various sources other than the Queensland Police Referral system. 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 continued to require workers and young women alike to bring flexibility to the ways we worked together including using Zoom and phone sessions during lock down periods.

Community Education, Engagement and Networking

- Participated in the facilitation of "Women's Resilience Across the Generations" (WRAGs) – a group co-facilitated by Zig Zag and BRISSC;
- Collaboration with the BSwS services to review and document the Model of Service delivery and collaboration;

- LA Trobe University's Primary Prevention of Sexual Violence and Harassment Workshop with BNSAR worker;
- Facilitated community education information and activity stall at school at Glenala State High School;
- Participated in discussion on the findings of the Research on Compassion Focused Group Therapy for Female survivors of Childhood Sexual Abuse as part of SVAM;
- Facilitated an education session with a Somali Young Women's group, as part of a project facilitated by Mater Refugee Health;
- Womaned a stall as part of Glenala SHS Wellness Expo;
- Attended a Healing Circle held at Richlands by Murrigunyah.



FEATURES

- **Glenala State High Wellness Expo**
- **Somali Young Women's Group**
- **Murrigunyah Healing Circle**

Glenala State High School Wellness Expo

Bess collaborated with Ritu from IWSS to hold a BSWs stall at the Wellbeing Expo on May 24th. Close to 1000 students came through the hall over a 2 hour time period. Workers gave out information and chatted to young folk about sexual violence, consent, how to support a friend whose experienced sexual assault and where to access support. We set up a game where students drew cards with true/false questions on them and earned a prize for discussing their answers. We also facilitated a rock art activity where student wrote messages on rocks around the theme of ending Sexual Violence, like 'consent matters' and 'no means no'. Around 20 local services attended the Expo.

Somali Young Women's Group

Bess and Sara facilitated a session on Sexual Violence with a group of about 15 young women from the Somali community on May 29th. The session was part of a longer group that was being facilitated by Mater Refugee Health.

Murrigunyah Healing Circle

Bess attended the Murrigunyah Healing Circle in June. It was a relaxed few hours of connecting with workers from all BSWs partner services, hosted by Murrigunyah at the Richlands space.

Networking

Networking for BSWs slowed down considerably due to worker change over and COVID during this financial year. Ritu attended some QSAN meetings until her resignation.





Homelessness and Housing Support Program

In the 2020-2021 financial year, we provided:

- ♀ **3244 nights of Supported Accommodation to 23 young women** and 21 accompanying children;
- ♀ **Over 1002 hours of support** to the young women in Zig Zag's Supported Accommodation.
- ♀ **Over 1965 hours of Centre Based Support** – including intensive housing support, case management, mobile outreach support, and advocacy **with 134 young women** who were homeless or at risk of homelessness; and
- ♀ **Brief intervention to over 271 young women** who were homeless or at risk of homelessness.

Staffing in our Housing team

This year brought some very exciting staffing changes for the Housing Team. Laura commenced in August 2020 as the new Intensive Housing Support Worker. The Intensive Housing Support Program has further strengthened Zig Zag's capacity to respond to young women experiencing homelessness and/or housing instability in the community. We also thanked Deb for a wonderful 12-month locum, providing backfill for Naomi in the Tenancy Worker role, and then welcomed Naomi back into the Tenancy Worker position in November 2020.

In April 2021 after 11+ years of service in the Housing Team and 4 years as the Housing Team's Senior Practitioner, Bess was successful in obtaining a Sexual Assault Counselling and Support Worker role in the Zig Zag Sexual Assault Support team. The Housing Team was very sad to bid Bess farewell especially after her many years of passion, service and commitment, but we were also very excited for Bess and this opportunity for her to build new skills and experience within the sector.

Bess' departure created more opportunity for some staff 'shuffling' and Laura was successful in an internal EOI recruitment process, stepping in as the new Senior Practitioner for the Housing Program. We then welcomed Alice Wong in early May 2021 as the new Intensive Housing

Support Worker. Tina remained solid in her role as Housing Support Worker, bringing much consistency, strength and practice wisdom to the team amidst the staffing changes. Shirley also continued service in the Housing Support and Sustaining Tenancies role, bringing strong engagement and assessment skills particularly to the high volumes of young women making initial contact with Zig Zag for homelessness and housing support. In late June 2021, Shirley commenced handover and planning to move into the Zig Zag Acting Manager locum whilst Stephanie prepared for her 4-month parental leave due to start in July 2021.

Young women experiencing homelessness

Young women's strength, resilience and creativity never cease to amaze us, and this was reinforced this year by having the privilege to work alongside young women amidst the COVID-19 pandemic and its devastating social impacts, particularly on housing availability.

The Housing Team continue to see a range of systemic barriers that greatly impact upon young women who are experiencing homelessness and/or housing instability. Some of the biggest challenges for young women to navigate this year include:

- **Lack of appropriate, safe and secure housing options for young women and their accompanying children.** With the huge economic impact of COVID-19 on the broader community in general, we have seen young women experience further barriers in accessing housing in both the social housing and private rental markets. Over the past year we have seen a greater cross section of people in the community experiencing housing instability due to the financial impacts of COVID-19. The flow on effect of this is that vulnerable community members, such as young women, are even further excluded from housing options, particularly their ability to access the private rental market which was greatly overwhelmed this year.

- **Particular challenges for single young women experiencing homelessness and their access to safe and secure housing.** Affordable and safe housing options for single young women are extremely limited. A single young woman on Youth Allowance cannot afford to access the private rental market and will typically wait much longer for social housing to become available due to a lack of studio and/or 1-bedroom stock. Often the studios and 1-bedders are in high density properties which can be an unsafe option for a single young woman who may also be experiencing intimate partnered and/or family violence. Share housing is often not an option for more vulnerable young women who experience mental health issues, have particular cultural and/or religious needs or have experienced sexual violence and subsequent safety trauma.
- **Mutual obligation requirements for young mums on Parenting Payments (ParentsNext).** Parents with children aged over 9 months who haven't worked in 6 months, need to participate in ParentsNext programs which include attending appointments and participating in activities such as volunteering, engaging in courses and job searching. If parents do not meet these mutual obligations, then their Parenting Payments are put on hold. We have seen the negative impact of these requirements on many of the young mums we support, particularly those from CALD backgrounds, First Nations families and young women with mental health issues. Without support, this is a very tricky system for young women to navigate and often young women's payments are cut without them having an understanding of their requirements, or the ability to actually realistically meet them.
- **Parenting Payment cut when the youngest child turns 8 years old.** We see the negative impact on young sole parenting mums and those with complex barriers. We know most employment for the young women we work with is that of casual employment. If you are a mum with school aged children and find yourself homeless; without extended family support; and/or dealing with traumas of historic violence; or with limited education, the impact of having to find work is exceptionally costly. Casual work means the loss of income if home with sick children; limits work for flexible school pick up hours; and the private rental market won't adapt to income fluctuations. Another Women's Equality gap.

With these types of challenges highly present for the young women we support day to day, The Housing Team has been extremely grateful for additional capacity in the team with the implementation of the **Intensive Housing Support Program** which recommenced in 1 July 2020. With increased challenges present this year due to the pandemic, we have also prioritised developing and strengthening our practice approaches and models of service delivery to ensure young women who are at greatest risk of falling through gaps in the homelessness and housing sector, receive the best advocacy, service and responses we have the capacity to provide.

Housing Team practice approaches

Strong, safe and trusting relationships are foundational to all work carried out within the Housing Team. We greatly acknowledge the impact of structural oppressions and systemic barriers when supporting young women and their families and therefore choose to work in ways that are trauma informed, anti-oppressive and that bring an intersectional understanding of feminist practice to our approach.

We hold culturally safe and appropriate ways of working with diverse groups of young women at the forefront of our practice, and honour the rich learning that comes from supporting young women from a range of diverse cultural backgrounds. We seek to respectfully work alongside, listen to and prioritise support with First Nations, Culturally and Linguistically Diverse (CALD) and LGBTQIA+ communities and their families. With most systems and structures in society functioning from predominantly white, cis-het and privileged perspectives, we strive to examine and reflect upon our own power and privilege and work towards approaches that are anti-racist and anti-oppressive because *no one is free, unless we are all free*.

With the impact of the pandemic falling most heavily on those who belong to diverse communities, strengthening our practice framework and approaches has been more critical than ever.

In the 2020 – 2021 year, 49% of young women supported identified as Aboriginal and/or Torres Strait Islander, and 25% were from CALD backgrounds from countries including Bangladesh, Congo, Ethiopia, Iraq, Kenya, Liberia, Pakistan, Sierra Leone, Cote d'Ivoire, Sudan, Papua New Guinea and Samoa. We have also proudly supported and accommodated

young people belonging to Trans and Gender Diverse communities in our housing programs.

Intensive Housing Support Program

Zig Zag successfully obtained new one-off-funding from the Department of Communities, Housing and Digital Economy, for **Mobile and Intensive Housing Support Services** following our highly successful 12-month Intensive Housing Support Pilot Project in 2017-2018. The Intensive Housing Support Program (IHSP) offers a flexible and responsive model of support to young women from diverse backgrounds experiencing homelessness and/or housing instability. The IHSP focuses support to young women and parenting young women who are at a greater risk of falling through the gaps of housing and support systems and services, and re-entering homelessness.

Through the provision of mobile support and group work processes, the IHSP has supported young women to:

- Sustain their tenancies (including social housing, private rental, share housing and support to maintain living with family when appropriate), and support young women to build their day to day living skills.
- Transition from the Zig Zag Supported Accommodation program into longer term, safe and secure housing, and provide ongoing supports to prevent re-entering homelessness.
- Navigate pathways out of homelessness into appropriate and safe accommodation. This has included working with flexible, holistic, culturally appropriate and responsive approaches to maintain strong engagement with young women who are couch surfing and/or sleeping rough.
- Offer other practical and emotional supports to young women that recognises housing instability is not just connected to holding a tenancy. Legal, mental health, drug and alcohol, sole parenting and support to advocate and navigate through systemic and structural oppressions, are all issues that can greatly impact a young women's ability to access and maintain housing. Support is provided to young women in areas of their lives that they identify as important to them.
- Connect with and participate in social activities, groups and programs that seek to address social isolation and strengthen community participation. Alongside attending Zig Zag groups and activities such

as pamper days and day trips, young women are supported to make positive social connections within their own communities.



Gorgeous photo from a local play group

"With all the help from Zig Zag, I've accomplished more in 2 years than I could imagine. I wouldn't be where I am without all the support they provide. By far the best service out there. LOVE THE LADIES AT ZIG ZAG."

Anonymous young mum accessing Zig Zag

Supported accommodation

The Housing Program has continued to successfully manage 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, further develop life and tenancy skills, transition to independence, and sustain long-term safe and stable housing.

In 2020-2021, Zig Zag provided 3244 nights of Supported Accommodation to 23 young women and 21 accompanying children (*this includes utilising some of our units for share-housing i.e. providing accommodation to sisters, young women caring for siblings and extended/ kinship family etc*).

Of the 23 young women we supported during this period, 13 remained in Zig Zag housing at the end of the financial year, while 10 young women

were assisted to exit Zig Zag properties, mostly, into secure, sustainable housing.

- 6 young women and 5 accompanying children exited into a long-term social housing property.
- 3 young women and 5 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 2020 – 2021 year, First Nations women represented 41% of the young women in Zig Zag Supported Accommodation. Young women from culturally and linguistically diverse (CaLD) backgrounds, from countries including Bangladesh, Congo, Iraq, Liberia, Pakistan, Cote d'Ivoire, South Sudan, made up 21% 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 finally 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 and aiding the recovery from historic traumas.

"Zig Zag has always helped me. With food vouchers, removalist, even putting my bin out (when I'm away or if I forget) and helping sort my unit. It's really helped with my mental health, now it is okay to ask for help."

Young mum living in Zig Zag Supported Accommodation

"The (Zig Zag) Housing service is number one. Really supportive. You are there whenever we call. I really appreciate it."

Young mum living in Zig Zag Supported Accommodation

Centre Based Support Program

With the Intensive Housing Support Program recommencing this year, the Housing Team gained the opportunity to look at how we structure our growing team to best meet the needs of young women seeking homelessness

and housing supports. We reflected on different types of service provision such as brief intervention models of support through to outreach and mobile supports, and further developed our team's responses within each of the program areas to best meet the needs of young women either accessing Zig Zag for the first time, or those young women already well connected.

With the 2020 – 2021 period seeing a steep rise in people experiencing homelessness and impacting their ability to access housing, Zig Zag saw a significant increase in young women calling in for homelessness and housing support. The Centre Based Support Program has been best placed to provide initial intake, thorough assessment, practical and emotional supports and referrals (either internal or external) to young women making contact with the Housing Team for the first time, and/or young women who have been previously connected and know they can always link back in for supports when they need.

The following approaches underpin service delivery within the Centre Based Support Program:

- **A relational approach to assessment.** The Centre based support program conducts thorough assessment with a relationship-based and trauma-informed framework at its core.
- **Warm, facilitated referrals.** With the demand for housing support being so high across the sector, there is greater risk of vulnerable young women falling through the cracks, particularly in the referral process. The Centre based support program has focused this year on support coordination and ensuring young women can make a strong link to other support services.
- **Harnessing young women's strengths, skills and resources.** Part of the assessment process is to work alongside young women and support them to discover their own strengths, resources and capacities. Young women are supported through provision of information, education and strengths-based frameworks to build their capacity to navigate systems, barriers and self-advocate in their own lives.
- **Provision of supports, both practical and emotional.** Providing a young woman with some financial support or resourcing such as furniture, white goods etc., can sometimes be enough to divert someone from falling into homelessness. *We can never underestimate the power of financial and practical resourcing!*

Practical and financial support for young women

Homelessness, moving 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 funds directly support young women as they exit our Supported Accommodation program and/or assist all housing needs. This grant assists with removalists costs, and household items including furniture and whitegoods, required to support a transition to independent living.

Similarly, we were delighted to receive a grant from the **Brisbane City Council**, which is being used to support young women within the inner north of Brisbane, to achieve independent living, assisting young women with moving costs, home set up, medical expenses and activities such as further education or training.

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

Young mum in Zig Zag's Supported Accommodation

Other donations and funds generously provided:

- **WESNET** donated safe mobile phones that were given to young women experiencing domestic, family and/or sexual violence.
- **Brisbane Girls Grammar School** organised their annual Christmas gifting by students.
- **Baby Give Back** provided packs of quality new and pre-loved baby items.
- **The Givit** website – was used to facilitate donations needed for individual young women.
- **Kinawah Quilter** donated handmade quilts for young women.
- **Wentax** donated mattresses and quilts that were given to young woman in their transition to independent housing.
- **The Learning Sanctuary** organised a drive of baby supplies for young parenting women.

- **Amy Shambrook** sourced Body Shop products to be donated to young women.
- **Share the Dignity** provided sanitary products for homeless young women.
- **Zephyr** provided school starter packs, uniform support, books, computer needs and COVID supplies for children and young women.
- **Sleep Safe** provided sheet sets for young women and/or any accompanying children.
- **Big W Carindale** provided home set up and clothing items for young women.
- **LifeChurch** donated wonderful food hampers again for Christmas gifting.
- **Street Smart** donated funds for emergency food vouchers for young women.

"Getting furniture, whitegoods 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

"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

Thanks!

"I give the school start pack people (Zephyr Education) 10 out of 10... I couldn't have done it on my own... it was less stress with them helping... it's a relief that people can help like that, from the goodness of their heart... it was all handy, I'm grateful and appreciate them a lot... it's much easier to have more than one uniform and shoes... it's a relief, it takes a load off, the books, the bag, everything for school, it all helped"



We wish to extend our sincerest thanks to the East's Leagues Club Community Benefit Foundation, the Lady Bowen Trust for your ongoing support and all the individuals and groups that generously supported our work with young women impacted by homelessness 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.

Networks and Community Education

We continue to value our professional relationships with various homelessness services and other support services and networks throughout Brisbane.

During the 2020-2021 financial year, the Housing Program contributed to various networks and participated in community events which included, but were not limited to:

- **Council for Homeless Persons Queensland:** monthly network meetings.
- **QShelter:** connecting with both North and South care coordination teams.
- **Sisters Inside:** Zig Zag Housing Team collaborated with both Zig Zag Sexual Assault Team and Sisters Inside to develop, coordinate and facilitate the first Tiddas Pamper Day event held at Jagera Hall, South Brisbane. This event was part of the VOICES project.

- **Buranda Housing Service Centre (HSC):** ongoing relationship with our local HSC.
- **Queensland Youth Housing Coalition (QYHC) and Youth Affairs Network Queensland (YANQ):** participation in sector forums around new Mandatory Reporting laws in Queensland.
- **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 has continued to benefit young women throughout the 2020 – 2021 period.

A BIG THANK YOU to the generous Laura. Our Camp Hill local resident with treats!



Laura has provided homemade baked goods every fortnight since January 2021 for the young women who access Zig Zag. Her baked goods are very popular, with one young woman looking forward to these treats on her appointment day.

Laura (and her mum Maggie) have also donated nonperishable pantry items throughout the year for young women who might need a few extra food items to get them through a tough week.

Zig Zag staff have also welcomed Laura's contribution of baked goods. The housing team workers have enjoyed taking cupcakes and other items to young women and their children as a delightful treat that brings on a smile.

Thank you Laura for your contribution to Zig Zag.



A Word from the Manager

This past year has been another massive year for Zig Zag as we have continued to respond to the full impact of COVID19 which has seen dramatically increasing rates of sexual violence, domestic and family violence, and homelessness experienced by young women. This has led to significant changes in how we manage lengthy waiting lists for counselling and support services, through implementing new intake systems for more direct allocation to ensure that we are appropriately responding to all referrals, and prioritising support to young women who are most disadvantaged and marginalised.

Through our experience in responding to COVID19, Zig Zag now has highly developed business continuity and risk management plans to ensure the continuation of essential support services to young women; in addition to Safe Work plans and flexible remote work arrangements for all staff to ensure they continue to be well supported during any sudden lockdown or enforced social restrictions in Queensland.

A highlight of Zig Zag's work this year was in successfully obtaining new one-off funding from the Department of Housing for Mobile and Intensive Housing Support Services following our highly successful 12 month Intensive Housing Support Pilot Project in 2017-2018. This program provides intensive housing support and mobile support services to young women and young parenting women from diverse backgrounds, who face a higher risk of re-entering homelessness. This essential program recommenced at Zig Zag from 1 July 2020 and has been an important component of our work in preventing youth homelessness and ensuring that young women and their children are well supported to live independently and sustain their tenancies. This one-off funding has been temporarily extended to the 30 September 2021 and we hope that this essential program will be continued as a recurrent funded program and enhanced to meet community need.

Another highlight of Zig Zag's work this year was the development of a Tiddas Day for young women as part of our third V.O.I.C.E.S Project. This project was funded by the Myer Community Grant and was developed in partnership with Sister's Inside, Digital Storytellers, Yarraka Bayles (cultural facilitator) and a number of First Nations' organisations and business providers, to deliver the first Tiddas Day Event for over 60 young women at Jagera Community Hall on the

24 May 2021. The event focused on celebrating and engaging First Nations' young women, through a range of self-nurturing activities and wellbeing services including massage, nails, and hair braiding, succulent planting, rock painting, and a delicious lunch by Murri Menu. The event provided an opportunity for young women to share important messages and stories which were developed into powerful digital and print resources to be used to promote community and service responses for the prevention of violence and youth homelessness. The overwhelming response received from young women was **"Please make this an annual event for Murri young women as we will be here and will bring our friends!"**. Details about the **V.O.I.C.E.S Project 3** can be found on the inside covers of this report.

Zig Zag has continued to engage in important systemic advocacy work including:

- Responses to the Queensland Law Reform Commission's Report on the Review of Consent Laws and Mistake of Fact defense;
- Submissions to the Legal Affairs and Community Safety Committee - *Criminal Code (Consent and Mistake of Fact) and Other Legislation Amendment Bill 2020* - highlighting the urgent need for legislative reform to implement an affirmative consent model and amend the mistake of fact defense for sexual assault offences in Queensland;
- Responses to the Queensland Government - *Queensland Criminal Code (Child Sexual Offences Reform) and Other Legislation Amendment Act 2020* - highlighting concerns relating to the unintended consequences of this legislation as it impacts on children and young women, and for all marginalised and disadvantaged communities; and assisting the youth homelessness and sexual assault services sector in organising multiple Practice Forums in preparing service responses to the commencement of the new reporting requirements from 5 July 2021;
- Responses to the Queensland Women's Safety and Justice Taskforce which will continue throughout this next year; and
- Continuing advocacy and sector development work as an Executive member of the Queensland Sexual Assault Network Management Committee.

Zig Zag will continue to engage in further systemic advocacy and social action on these issues in the months to come.

I would like to take this opportunity to thank our outstanding Management Committee and exceptional staff team for meeting the challenges of 2021 with enormous strength, patience, creativity, and dedication! I cannot express my appreciation enough for how much you do and the collaborative work undertaken this year!

♀ A BIG thank you to our AWESOME workers in the Housing Program – Bess, Laura, Tina, Shirley, Naomi, Deb, and Alice for your amazing support work with young women; your energy and flexibility in managing complexity and crisis responses; and your continuous outreach and 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. This year we saw Bess and Deb transition across to the Sexual Assault Program into new roles and we welcomed Laura and Alice to the Housing team!

♀ A BIG thank you to our FABULOUS workers in the Sexual Assault Program – Sara, Jane, Eliane, Ritu, Jacqui, Hrisoula, Anne, Bess, and Deb for responding in such creative and committed ways to the challenges in meeting an overwhelming demand for specialist sexual assault services following high profile media engagement on issues of sexual violence in Australia. This year we farewelled Ritu and Eliane who both left Zig Zag after years of work, and we welcomed Bess and Deb to the Sexual Assault team!

♀ A BIG thank you to my DREAM Centre Support Team – Liz, Sonja TH, and Sonja MC who returned to work at Zig Zag this year (yes we now have two amazing Sonjas – bet you are jealous!!). Zig Zag could not function at such an incredible level without your unruffled and constant support; your breathtaking capacity to multitask with apparent ease, unrivalled energy in managing the huge volume of work that went on behind the scenes including another HSQF Re-Certification Audit, and a lot of much needed cake!

♀ 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, Samantha Moores, Katherine Webber, and Isabella Morosan for your enormous contribution in meeting via videoconferencing and/or in person each month throughout all of the COVID19 restrictions; in kicking major goals with our Strategic and Operational Plan; and for your incredibly generous support offered to me and all staff throughout the 2020-2021 financial year!

Thank you also to Janelle Salmon and Jane Tudor at the Department of Communities, Housing and Digital Economy; and Fadeela Hollier from the Department of Child Safety, Youth and Women; and to Lyn Fenech from the Department of Justice and Attorney-General, 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.

Zig Zag is an incredible organisation to work in and I am so very fortunate to be able to support its growth and development, and work alongside so many wonderful women and young women!

Stephanie Anne
Manager

Zig Zag Young Women's Resource Centre

PS. I am very excited to be keeping Steph's seat warm for her until she returns on 22 November 2021. I have been Acting Manager since the last two weeks of this financial year. During my career I held the position of Manager of a community organisation, Young Parent's Program Inc., for nine years and on many Management Committees over the years so I expect to pick it up again very quickly. Steph has briefed me well and I have the support of an awesome staff and management committee team at Zig Zag.

Shirley Pepler
Acting Manager 2021

Zig Zag Young Women's Resource Centre



TIDDAS PAMPER & NURTURE DAY COMMENTS ~ 24TH MAY 2021

"In the past three days I've been in a dark spot. I wasn't going to come along today, but I'm glad I did because I got to interact with other women, sit down and have a yarn, and I got to get things done that I haven't done in a whole year, like my eyebrows! "



"It's empowering being around other mums with kids that go through the same thing that you're going through. It's good to be all together and listen to everyone yarn and have fun and smile together. It's good, it's really good."

"It's a fun day to empower women. I've run into a lot of people that I haven't seen for a while, just catching up, having yarns and smiling and enjoying ourselves. It makes women feel important, because a lot of women feel like they aren't important...they could be at home feeling overwhelmed and really stressed, tired. To have a day like this where they can go out and get pampered, it's fun, it's good and it's healthy."



"After 2020, everything's changed and everything's getting harder, mental-health wise. And this showed young women, that there are things out there... organisations that can help us and show us that there's more to life, and that there's things like this that can happen and can help us in many different ways. I really needed that. I wasn't expecting anything like this and I know I'm going to go home tonight and have a good sleep."

Feedback from young women and First Nation's community was very positive and many expressed interest for further involvement next year. The Digital Storytellers expressed that the event had allowed them to effectively engage young First Nations' women and to collect rich footage and powerful stories. All services and small businesses involved benefited from the valuable connections made with each other through both planning and running the Tiddas Day event. Check out the digital stories now featured on the Zig Zag website.





Start by
believing her...

...it is **NOT** your
fault this happened
to you

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